THE TONY ELUMELU FOUNDATION

REQUEST FOR PROPOSALS (RFP) FOR SOFTWARE DEVELOPMENT SERVICES

INTRODUCTION AND BACKGROUND

The Tony Elumelu Foundation (TEF) is Africa's leading philanthropy empowering young African entrepreneurs. Rooted in Africapitalism—the belief that Africa's private sector, especially entrepreneurs, are the catalyst for the continent's social and economic development—TEF is committed to fostering entrepreneurship across Africa, catalysing economic growth, and driving sustainable business development.

Since the launch of the TEF Entrepreneurship Programme in 2015, the Foundation has trained over 2.5 million young Africans and disbursed seed capital to over 24,000 entrepreneurs across all 54 African countries. Central to this mission is TEFConnect, the Foundation's digital platform, which has firmly established itself as a critical resource for African entrepreneurs, connecting them to training, funding, and mentorship opportunities.

Version 3.0 of TEFConnect, developed using ReactJS and NodeJS with MySQL, successfully supported over 368,000 concurrent users. However, as the platform's user base and functional demands grew, the need to scale and modernize became clear. The next iteration—Version 3.1—will introduce new modules, enhanced workflows, advanced data analytics to ensure scalability, security, and performance optimization.

As part of this strategic evolution, TEF is integrating Artificial Intelligence (AI) to amplify its impact. The AI-driven strategy is designed to optimize core processes such as candidate verification, personalized training delivery, fraud detection, and seed capital disbursement. These innovations will help scale the Foundation's operations efficiently and significantly improve entrepreneur experiences, positioning TEFConnect as a next-generation platform for inclusive and intelligent entrepreneurship enablement across Africa.

To deliver this transformative vision, TEF is seeking a capable and innovative software development company with proven expertise in both robust digital platform development and AI integration. This Request for Proposal (RFP) outlines the full scope of work for the next phase of TEFConnect's development—including core platform features and AI strategy—and invites qualified vendors to submit detailed technical and financial proposals.

TEF DIGITAL PLATFORMS

As part of our continuous commitment to leveraging technology to empower entrepreneurs, we are seeking proposals from qualified software development companies to enhance and extend the capabilities of our key digital platform.

This project aims to introduce new functionalities, optimize performance, and improve scalability to better serve our stakeholders. The selected vendor will work closely with TEF's technical and business teams to ensure alignment with our strategic goals and technology stack.

1.0 TEFCONNECT

TEFConnect is designed to become a one-stop ecosystem for African entrepreneurs. It is the platform through which the Tony Elumelu Foundation empowers African entrepreneurs by providing opportunities, access to mentors, and a marketplace while fostering a community where entrepreneurs across the continent can collaborate.

The primary objective of this project is to modernize a web-based portal that simplifies:

- Improving User Interface (UI)/User Experience (UX)
- Enhancing Scalability & Reliability
- Mitigating increasing OPEX for IT Service (Cloud)
- Strengthening Data Protection and Analytics
- Ensuring Quality Delivery
- Providing Reliable & Effective Monitoring & Tracking

The platform also includes an **admin portal** that manages the various entrepreneurship programs. The admin portal has functionalities that allow admins to be assigned based on departments, with corresponding departmental login and access controls.

2.0 PITCHING MODULE (TEF & BEGREEN PITCHING)

We are developing a more robust and inclusive pitching portal that enables seamless participation. The modified platform will allow participants to:

- Upload government-approved ID cards and pitch videos for review by TEF Judges
- Submit seed capital documents through the platform

3.0 VERIFICATION MODULE

The **Verify Portal** is utilized for physical verification processes. Enumerators use this platform to verify entrepreneurs' personal and business details. The system includes functionalities such as:

- Creating and managing enumerators
- Assigning entrepreneurs to enumerators for verification
- Additional features to ensure a streamlined verification process

4.0 LEARNING MANAGEMENT SYSTEM (LMS) MODULE

We operate a **Learning Management System (LMS)** that is program-specific, serving as the central hub for all training and learning activities. Key features of the LMS include:

- Course administration
- Program-specific training modules
- An **admin portal** to manage and oversee course content and user access

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PROJECT SCOPE

The selected vendor will be responsible for the next phase of development for an existing software platform. This phase will focus on:

1. **Performance Optimization:** Enhancing system speed, responsiveness, and resource utilization.
2. **Feature Enhancements:** Developing and integrating new functionalities to improve user engagement and operational efficiency.
3. **Scalability Improvements:** Ensuring the platform can support increased user traffic and data volume.
4. **Security and Compliance:** Strengthening security protocols to safeguard user data and ensure compliance with relevant regulations.
5. **System Integration:** Ensuring seamless interaction with other internal and external systems.
6. **Technical Support & Maintenance:** Providing ongoing support to ensure platform stability post-deployment.

SECTION A
Core Platform Features

1.0 Objectives

The objective of TEFConnect Version 3.1 is to extend the platform's capabilities to empower African entrepreneurs further while maintaining its foundational mission of enabling access to resources, mentorship, and funding.

The goals for this version include:

- **Scalability & Performance:** Enhance the platform's ability to support an increasing number of users and concurrent activities without compromising performance.
- **Enhanced User Experience:** Introduce intuitive navigation, modern interfaces, and responsive designs to improve overall user satisfaction.
- **Advanced Features:** Expand the platform with modules like an upgraded Alumni Community, Monitoring & Evaluation tools, and enriched data analytics capabilities.
- **Data Security & Compliance:** Implement robust security measures adhering to GDPR and other global compliance standards and ensure seamless and secure data migration with zero data loss or corruption.
- **Impact-Driven Insights:** Provide real-time dashboards and advanced analytics for decision-making by administrators and users and enable dynamic reports for program monitoring and entrepreneurial performance tracking.

2.0 Target Audience

The Version 3.1 of TEFConnect will refine and expand its target audience, focusing on empowering entrepreneurs and creating a dynamic, inclusive ecosystem.

Primary Audience

1. **TEF Entrepreneurs**

- Version 3.1 focuses on delivering advanced tools for entrepreneurs participating in training, pitching, and funding cycles.
- Entrepreneurs will benefit from streamlined submission processes for business plans and pitching videos, alongside real-time progress tracking and support.

2. **TEF Alumni**
    - Alumni will have access to a redefined, structured environment that supports career growth, mentorship, and access to funding opportunities.

- New features, such as success story sharing and tailored resource libraries, will strengthen their connection with the platform.

3.0 Platform Actors

The Version 3.1 of TEFConnect will serve a diverse range of users, each with unique roles and responsibilities essential for driving the platform's ecosystem forward. Below is a detailed breakdown of the key actors and their functions:

1. **Entrepreneurs**
    - Access mentorship, training, funding, and business resources.
    - Submit business plans, participate in training modules, and engage in networking activities.
    - Monitor progress through dashboards and submit success stories.
2. **Mentors**
    - Provide guidance to entrepreneurs through structured mentorship programs.
    - Participate in networking events and interact via community forums.
    - Track mentee progress and provide feedback on submitted work.
3. **Investors**
    - Discover and connect with promising entrepreneurs for potential funding opportunities.
    - Review business plans and pitch videos submitted by entrepreneurs.
    - Leverage platform analytics to identify high-potential ventures.
4. **Alumni**
    - Access exclusive resources, training materials, and opportunities tailored to funded entrepreneurs.
    - Share success stories and collaborate with peers via the Alumni Community module.
    - Participate in advanced training programs and contribute as mentors.
5. **Platform Administrators**
    - Manage user accounts, content moderation, and overall platform governance.
    - Oversee community guidelines and ensure compliance with platform policies.
    - Monitor platform performance and generate reports for stakeholders.
6. **Finance Team**
    - Manage the finance module, including seed capital disbursements, budget tracking, and variance analysis.
    - Generate financial reports, monitor transactions, and maintain fiscal transparency.
    - Oversee timesheet functionalities and financial compliance.
7. **Audit Team**
    - Track and review all system activities through the Audit module.
    - Ensure accountability by maintaining detailed logs of user actions, file versioning, and system changes.
    - Enforce regulatory compliance by conducting regular system audits.

8. **Monitoring & Evaluation (M&E) Team**
    - Collect and analyze data to evaluate program outcomes and progress.
    - Manage assessments, verify entrepreneur activities, and track success stories.
    - Generate insights and performance dashboards for data-driven decision-making.
9. **Enumerators**
    - Conduct in-person verifications and assessments during pre- and post-disbursement phases.
    - Submit data through online and offline modes, ensuring real-time updates to the system.
    - Collaborate with the M&E team to verify and validate entrepreneur progress.
10. **Quality Assurance Team**
    - Test system functionality, performance, and scalability to ensure high-quality delivery.
    - Validate features and resolve bugs before deployment.
    - Ensure compliance with user experience and security standards.
11. **Community Managers**
    - Oversee the Alumni Community module, including group activities and engagement metrics.
    - Manage content moderation, user rewards, and leaderboard systems.
    - Promote active participation and foster collaboration across user groups.
12. **Reviewers**
    - Assess business plans, pitch videos, and training submissions.
    - Provide constructive feedback and contribute to the selection process.
    - Participate in M&E processes to evaluate program effectiveness.

Key Assumptions

- Vendor will review and come up with additional technical dependencies that aren't highlighted in this document.
- Vendor to provide technical interpretation to understand the scope.

Assumed Constraints

- Building a new platform and merging both into the existing platform as we ideally do not want to completely jettison the current platform.
- Though open to a swap-out model. We have a platform that is currently in use www.tefconnect.com .

4.0 Platform Goals

The TEFConnect platform is being re-engineered in Version 3.1 to align with the growing needs of its diverse user base while incorporating cutting-edge technologies and design principles. This version focuses on scalability, performance, user-centricity, security, and adaptability to future requirements.

- **Microservices Architecture**: Transition to a microservices-based architecture that separates modules, such as Finance, LMS, Alumni, and M&E, into independent services. This allows seamless integration of new features without impacting existing systems.
- **Modular Design**: Build modular components that can be upgraded, replaced, or enhanced independently, ensuring easy adaptability to new requirements.
- **Support for Growing Users**: Enable the platform to handle tens of thousands of concurrent users without performance degradation, accommodating a rapidly expanding user base and regional diversity.

Project Goal	Priority	Comment/Description

Functional Goals:		
Scalability	1	Scalable and microservice driven to support new features.
Extendibility	1	Easily customizable
User Friendly	1	Simple and easy user navigation
Performance	1	Optimal performance
Stability	1	Platform stability
Security	1	A security model that is used to protect an entire platform and secures the entire span of software or devices on that platform
Business Goals:		
Time to market availability	2	Available in time for launch
Data optimization-	1	Data management and modelling
Ranking and popularity		Well, ranked and popularity growth
Technological Goals:		
Agile Methodology	2	Agile method of delivery
Quality Goals:		
Test-Driven Development (TDD) methodology	2	To avoid trial and error
User interface and design	1	Appealing and modern interface and design
Design thinking goals- Our innovation framework is design thinking and below is our design thinking goals		
Design for cognitive, physical and sensory disability with features like screen readers	2	
Design for trust- including digital badges	1	
Design for diversity	1	
Design for accessibility	2	
Design for usability	2	
Design for Interconnectedness	2	

Open in Web View Functionality

The platform is expected to have an open web view functionality that will ensue the platform content, tools and other applicable details will open in view on TEFConnect and not direct the user to another platform or webpage.

5.0 Platform Modules – Requirements

5.1 UI -UX Interface Optimization

Features	Feature Exists?	Priority
Homepage • Add a brief description of what TEFConnect offers below the main headline. (TBD) • Add signup button before sign in.	Yes	0
Sign-up page • Include clear password requirements next to the "Create your password" field. • Include a clear error message if a wrong email is used for registration • Use asterisk (*) to point out optional and compulsory fields.	Yes	0
Login page • Add a "Show password" toggle for easier password entry. • Remove the duplicate TEFConnect logo (it appears twice on the login page). To be consistent with the sign-up page.	Yes	0
Programs page • Include more details about each program without requiring users to click through. • Implement a grid view option for easier comparison of programs. • Add FAQs for each program	Yes	0
Profile page • Upon signing in, the user should be taken to his personalized profile. • The user basic information should be available on his profile, and user should be prompted to complete profile before being able to do anything on the platform. This should be an alert and also a push notification to email • User's Profile should have an inbox, where every email users receive will also be in their inbox on their profile.	No	0
FAQ page • Categorize the FAQs into topics for easier navigation (e.g., Application Process, Eligibility, Technical Issues). • Add a "Was this helpful?" feature after each answer to gather user feedback. • Improve the visual hierarchy by making question numbers less prominent and questions more prominent.	Yes	0
Technical dependencies		
Generic Moderation dependencies		
Admin		
• Make the sidebar to be responsive	Yes	

5.2 Training Platform Optimization

Features	Feature Exists?	Priority
REGULAR SECTOR PROGRAMME		
• Implement mentor review at the end of the training (post assessment) completed by the entrepreneur **(The mentor review will be reason for final completion of the training programme- this is only for the TEF flagship programme. Other programmes will not have this feature.** • Acceptance and rejection of the Training participation agreement should be recorded and be exported for our use. • Pre and post questions must be randomized and mandatory (Pretest before the training and post-test after the training). • The pre and post-test must have 2 questions per module incorporated and must show from the admin backend. • All modules must have progress in percentage • All assessment tests must show final score and in percentage • All training completion must show progress in percentage. • The training completion status must be categorized as follow • Started training • In progress • Completed • We want to see the training start time and date and completion end time & date • All participants who have completed the training must see a clear and bold notification on the dashboard and receive it via email.	Yes	1

The training flow should be as follows:
• **Business Management Training**
  • Video (They can do either and can also do both)
  • Text
  • Modula test
  • Additional readings should be optional
• **AI Business Training**
  • Text
  • Modula test
  • Additional readings should be optional
	Yes	1

FOR GREEN SECTORS PROGRAMME 1. Acceptance and rejection of the Training participation agreement should be recorded and be exported for our use. 2. Pre and post questions must be randomized and mandatory (Pretest before the training and posttest after the training) 3. All modules must have progress score in percentage and the full training progress score in percentage	Yes	1

4. The training completion status must be categorized as follow i. Started training ii. In progress iii. Completed • All participants who have completed the training must see a clear and bold notification via their dashboard and receive it via email as well. 5. After completing the training and post assessment test, you should be redirected to your profile home page and progress completion should a 100%.		
The training flow should be as follows: **Business Management Training** ▪ Video (They can do either and can also do both) ▪ Text ▪ Modula test ▪ Additional readings should be optional **Green Business Training** ▪ Video (They can do either and can also do both) ▪ Text ▪ Modula test • Additional readings should be optional.	Yes	1
Data requirement for training 1. To see all modular questions & answers for pre & post per participant 2. To see modular scores and final percentage. 3. We want to see the training start time and date and completion end time & date 4. All the data should come in one table in database	Yes	1
UI & UX 1. To have the modules as a side bar, in a drop down • Redesign the training interface.	Yes	1
Technical dependencies		
Generic Moderation dependencies		
Admin		
• To be able to see how many people are taking a course and how many have completed as well as time of completion		

5.3 Pitching Platform Optimization

Background

The Pitching Platform is a cornerstone of TEFConnect, providing a digital stage for entrepreneurs to showcase their business ideas. It facilitates seamless interactions between entrepreneurs, mentors, and reviewers, offering functionalities for business profile updates, document uploads, and mentor feedback.

Objective

- Enable secure and straightforward document uploads for business plans and pitch videos.
- Support mentor and reviewer engagement through structured feedback workflows.
- Track entrepreneur progress via a transparent dashboard.
- Optimize user experience with responsive design and robust notification systems.

Features	Feature Exists?	Priority
Mobile Authentication	Yes	2
Update the business profile page	Yes	2
Access to write or copy & paste on the executive summary page	Yes	2
Upload the business plan file	Yes	2
Upload the pitch video (2-3mins)	Yes	2
Access to Final submission button	Yes	2
Clear and bold notification if all process has been successfully implemented	Yes	2
There should be a notification (preferably swift alert) alerting users on pending document to submit	Yes	2
Implement mentor review at the end of the business plan submission (after uploading their videos) completed by the entrepreneur **(The mentor review will be reason for final submission of all uploads - this is for the TEF flagship programme & other programmes.**	Yes	2
Technical dependencies		
Generic Moderation dependencies	Yes	2
Admin		
I want to see how many Entrepreneurs have completed upload and those in progress	Yes	2
I want to see how long it took them to upload both the Business plan and pitch video	Yes	2

5.4 TEFConnect Chat Bot

Functional Requirements	Feature Exists?	Priority
User Interaction & Chat Interface • Implement a chatbot UI (text-based) that allows users to interact with the chatbot within the application. • Display an entry point for the chatbot (e.g., a floating chat button or an in-app chat window). • Provide clear instructions or an initial greeting message to welcome users and explain the chatbot's capabilities.	No	1
Chatbot Messaging Service	No	1

• Set up a messaging service (e.g., REST API, WebSocket, or other real-time communication protocols) to facilitate message exchange between the user and the chatbot in real-time. • Implement a backend that processes user input, sends it to the chatbot, and returns the response to the user in a conversational manner.		
User Profile Integration (Optional) • If users are logged in, integrate the chatbot with user account data (e.g., name, email, preferences) to personalize responses. • Display personalized greetings or refer to users by name based on the retrieved profile information.	No	1
Natural Language Understanding (NLU) • Use a Natural Language Processing (NLP) or Natural Language Understanding (NLU) engine to parse and understand user queries. • Ensure the chatbot can identify key intents, entities, and context to provide relevant answers or actions. • Incorporate machine learning or rule-based algorithms to handle common queries effectively.	No	1
Predefined Responses & Quick Replies • Define and implement a set of predefined responses or quick replies for frequently asked questions or common use cases (e.g., account inquiries, product information). • Allow the chatbot to suggest quick replies for users to select in response to questions (e.g., "Yes," "No," "Tell me more").	No	1
Handling Complex Queries & Escalation • Design the chatbot to escalate complex queries to human agents if it cannot handle them or provide a solution. • Implement fallback mechanisms that guide the user to a support ticket or live agent if the chatbot's response does not satisfy the user.	No	1
Media & File Handling (Optional) • If needed, support media file uploads (images, videos, documents) within the chat, allowing the user to send media to the chatbot. • Enable the chatbot to send media files back to users as part of its response (e.g., images, infographics, links).	No	1
Session Management • Implement session management to track conversations and maintain context across messages. • Allow users to start, continue, or restart conversations with the chatbot at any time. • Provide the ability to manage multiple active sessions (if applicable)	No	1
User Input Validation & Error Handling • Implement input validation to ensure the chatbot can handle unexpected or invalid inputs (e.g., non-sensical phrases or unsupported requests). • Design fallback responses or clarification prompts when the chatbot does not understand the user's input.	No	1
Real-Time Notification • Notify users when the chatbot sends a response (e.g., display new message alerts or “typing” indicators to improve interaction).	No	1

• Set up push notifications for users to alert them when the chatbot sends a new message if they are not actively using the chat interface.		
Personalization & Customization • Allow the chatbot to adjust responses based on user behavior or profile (e.g., offer personalized product recommendations or reminders). • Enable the chatbot to maintain a record of user interactions for future personalization.	No	1
Analytics & Monitoring • Track analytics on chatbot performance, such as average response time, user engagement, frequently asked questions, and the number of escalated queries. • Implement a dashboard for administrators to monitor chatbot interactions, identify trends, and optimize its performance.	No	1
Logging & Reporting • Record interaction logs, including user messages, chatbot responses, and escalation events, for reporting and audit purposes. • Provide reporting on key performance indicators (KPIs) such as average response time, user satisfaction ratings, and escalation rates.	No	1
Multi-Language Support (Arabic, Portuguese, French) • Implement multi-language support to allow users to interact with the chatbot in the above different languages. • Ensure that the chatbot can switch languages dynamically based on user preferences or session settings.	No	1
Security & Data Privacy • Ensure that the chatbot complies with security best practices and handles user data in a secure manner. • Implement encryption for data transmission to protect sensitive information. • Follow privacy regulations (e.g., GDPR) to ensure that user data is stored and processed appropriately.	No	1
Testing & Continuous Improvement • Regularly test the chatbot's responses to ensure high-quality interactions and user satisfaction. • Continuously gather feedback and analyze chat logs to improve the chatbot's responses, learning algorithms, and overall performance.	No	1
Admin functionality		
Segment emails into resolved and unresolved		0
Segment emails into General Enquiry, Mentorship, Entrepreneurship program, Sponsorships and partnerships		0

5.5 Data Access

Functional Requirements	**Feature Exists?**	**Priority**

The Data team would like to get all data derived from the platform as tables in the Database e.g. tbl_Application, tbl_training_data, tbl_alumni_data, tbl_mentors list data, tbl_audit review_data, tbl_verification_data, tbl_Survey_data etc.,	Yes	0
○ Data team would like each of the tables to always come alongside each entrepreneur's ProgrammeID already specified for each table so this will be a primary key in the application data and as foreign keys in all other tables for relationship's sake. ○ Data team would love to have a 6 digits unique ID called "MentorsID" for the mentors list.	No	0
Data team would like all returning applicants login with their ProgrammeID	No	0
Data team would like to get access to the data dictionary and ERD of the tables generated from the platform.	No	0
Data team would like the training data have their own specific program name as one of the fields amongst others.	Yes	0
Admin functionality		
Functionality to upload EY reviewed data back to TEFConnect	No	0
Admin functionality to still be able to export each table from the admin front end	Yes	0

5.6 Data Migration process

Background

Data migration is a cornerstone of the transition from TEFConnect Version 2.0 and 3.0 to Version 3.1. It ensures the continuity of platform operations by securely transferring user data, system records, and historical activities to the enhanced infrastructure without disruption. The process is crucial for maintaining data integrity, preserving user trust, and enabling a seamless user experience.

Objective

The primary objective of data migration is to:

1. **Preserve Data Integrity:** Ensure all data, including user profiles, activity logs, and program records, is transferred accurately without loss or corruption.
2. **Ensure Compatibility:** Align existing data with the updated data schema of Version 3.1 to maintain functionality and enable new features.
3. **Minimize Downtime:** Complete the migration efficiently to avoid significant service interruptions for users.
4. **Enhance Data Security:** Protect sensitive user information during migration and adhere to data compliance standards.

Functional Requirements	Feature Exists?	Priority
Planning & Assessment	N/A	0
Data Mapping & Profiling	N/A	0
Data Cleansing	N/A	0
Design & Preparation	N/A	0
Data Extraction	N/A	0
Data Transformation	N/A	0
Data Loading	N/A	0

Testing	N/A	0
Data Validation & Reconciliation	N/A	0
Final Migration & Cutover	N/A	0
Post-Migration Monitoring & Support	N/A	0
Optimization & Reporting	N/A	0
Admin functionality	N/A	
		0
		0

5.7 E-learning Portal- General Training Module

Functional Requirements	**Feature Exists?**	**Priority**
I want to See the General Training Contents opened to everyone who logs into TEFConnect	No	0
The moment I click the tab to proceed open the learning contents, I should see TEF General Training in bold, rather than the different modules	No	
Under the TEF General training bold tab should be tabs arranged horizontally that show the **learning objectives**, **courses contents overview**, **requirements**, **learning tools**- such as learning reminder feature set as calendar form for participants select how often he/she wants to be reminded via email & dashboard of his/her completion rate- this can also be sync with their email calendar, **completion rate of each module in a tabular form and reviews**	No	
The next page should be a Side bar that shows the programme courses with a drop down of each module, also each module having a dropdown showing the text slides, the case studies, MCQs and additional resources	No	
It's important to see my progress visually—like completion rates at the top of the training dashboard	No	
I'd love to connect with other learners through discussion boards or group chats. This would make learning more interactive and less isolating. This should be per module, directly under the text/video slides	No	
I want to see statistics on my learning habits—how much time I've spent on the training	No	0
I want to be able to use the training platform that supports multiple languages	No	0
The platform should work perfectly on any device. I want to be able to learn on the go without struggling with small text or weird layouts.	No	0
I want a platform that runs smoothly without lags, whether I'm using it on my laptop, tablet, or phone. It should load quickly.	No	0
Adjustable screen and themes (dark mode, high contrast) for some entrepreneurs that may have colour issues.	No	0
Watermark our content to discourage the entrepreneurs from sharing our content or piracy		
Admin functionality		0

I want to see the timestamps of the training start and end date		
Backend ability to update header text, banners etc		
Backend ability to edit content		0
I want to see total users on the platform		0
I want to see a tab for case studies, and be able to upload case studies		
I want to see a tab for articles, and be able to upload articles		
I want to see a tab for videos, and be able to upload videos		

5.8 AUDIT Functionalities

Functional Requirements	Feature Exists?	Priority
Calculate the age of entrepreneurs and flag those below 18 years.	No	1
Ensure entrepreneurs cannot proceed without completing all documents.	No	1
Capture the MAC address of all entrepreneurs applying.	No	1
Version all uploads by entrepreneurs, with date/time stamps, and retain access to all previous versions.	No	1
Provide direct database access for spooling application data via SQL.	No	1
Allow status updates ("ENDORSED"/"NOT ENDORSED") via structured Excel uploads.	No	1
ADMIN FUNCTIONALITY (This should be a non-editable view of all access)		1
View and download all documents and videos uploaded.	No	1
View and download reports across all modules with filtering options.	No	1
Track and audit all user changes (admin, super admin, finance, entrepreneurs, etc.).	No	1
View and download MAC and IP addresses of all users.	No	1
View and download audit logs and trails across all modules.	No	1
View flagged entrepreneurs and unmet criteria.	No	1
View all criteria created on the software.	No	1
View selected, funded, or disqualified entrepreneurs and reasons.	No	1
View and download reports of the helpdesk/escalation portal.	No	1
View and access all access requests and approvals on the software.	No	1
View and download delivery/read reports for messages/communications.	No	1
View document update/version history, including videos.	No	1

5.9 Finance

Functional Requirements	Feature Exists?	Priority

Seed Capital		
Dashboard for Separate Programs & Dashboard for All Programs: The dashboard should show the following in terms of numbers- - Endorsed list - Paid Entrepreneurs - Pending Entrepreneurs The above view on the dashboard should matched the below view on the dashboard in terms of the monetary value accordingly- - Budgeted Amount - Amount paid - Amount yet to be paid		
I want to download endorsed list for each batch in excel uploaded by audit	No	1
I want to download total number of endorsed lists in excel uploaded by audit	No	1
I want to upload and download paid list in excel	No	1
I want to upload and download pending entrepreneurs in excel	No	1
I want to streamline dashboard view by year for both separate and all programs.	No	1
I want to see a pie chart and histogram of the amount paid according to partner for each year (this should be updating concurrently as the dashboard is updating)	No	1
I want to see a pie chart and histogram of the number of entrepreneurs paid per year (this should be updating concurrently as the dashboard is updating)	No	1
I want to have the option to streamline the pie chart and histogram of the entrepreneurs paid for each year to Gender, Country and Region	No	1
I want to see a pie chart of amount paid in naira and dollar for the flagship program only be able to streamline for each year.	No	1
Export all pie charts histogram display.		
Budget Functionalities		
I want to insert budget for each partner for each year and export as excel and pdf	No	Yes
I want a pie chart and bar chat of all partner's budget and a streamline for each year.	No	Yes
I want to upload actuals for each partner's program	No	Yes
I want a variance analysis of budget vs actual for each partner per month and for a year	No	Yes
I want to export the variance analysis to excel		
Time Sheet Functionalities		
Create a log time for each staff per program	No	Yes
Assign time sheet to staff to fill based on program	No	Yes
Staff should get a notification of the assigned time sheet for any partner's program	No	Yes
Staff should get a notification to fill their timesheet everyday based on the time sheet for partner assigned to them.	No	Yes
I want to export each time sheet for program to excel for each month based on the log by each staff	No	Yes
Admin functionality.	No	1
View selected and disqualified entrepreneurs and reasons.	No	1

5.10 Monitoring & Evaluation

Background

The M&E Module plays a pivotal role in tracking and evaluating the impact of TEFConnect's entrepreneurial programs. It facilitates data collection, analysis, and reporting for both pre-and post-disbursement activities, ensuring transparency and informed decision-making.

Objective

- Track and evaluate program outcomes using real-time dashboards and analytics.
- Support compliance through robust audit trails and assessment tracking.
- Facilitate periodic evaluations through structured assessments and success stories.
- Enable data-driven insights to enhance program efficiency and impact.

Functional Requirements	Feature Exists?	Priority
Overview & Requirements The Monitoring & Evaluation (M&E) module is a critical component of TEFConnect that enables tracking, verification, and assessment of entrepreneur progress throughout their journey. The module is divided into two main phases: Pre-disbursement and post-disbursement activities. **Core Requirements** 1. Support multiple user rôles (Admin, Entrepreneurs, Enumerators) 2. Enable creation and management of various assessment tools 3. Facilitate data collection and verification processes 4. Provide real-time tracking and reporting capabilities 5. Support multiple languages with translation capabilities 6. Enable secure data export and integration with Power BI 7. Support both online and field-based data collection		1
1. ENTREPRENEUR JOURNEY		0
Pre-Disbursement Phase - Beneficiary Verification - Baseline Survey		
Verification Stage Requirements		
Show verification notification on entrepreneur dashboard upon selection.	No	1
Allow entrepreneurs to select available time slots for verification.	No	1
Send automated reminders 24 hours before verification appointment.	No	1
Track verification attempt history with timestamps.	No	1
Baseline Assessment Requirements		
Send automated baseline survey email with unique link.	No	1
Enumerator can only take the survey while logged in to TEFConnect	No	1
Restrict survey access to verified entrepreneurs only.	No	1
Save survey progress automatically every 5 minutes.	No	1
Enable document upload within survey responses.	No	1
Validate all required fields before submission.	No	1
Generate survey completion message.	No	1
Display survey completion status on dashboard.	No	1
Entrepreneur cannot edit survey after completion	No	1
Post-disbursement phase		

- Fund use Assessment - Quarterly Monitoring Assessment - Enterprise Assessment - Case Studies - Success Stories		
Regular Assessment Requirements		
Display countdown to next assessment deadline on dashboard.	No	1
Send automated assessment notifications via email and SMS.	No	1
Track fund utilization with receipt upload capability.	No	1
Enable quarterly progress report submission.	No	1
Allow photo/video upload of business progress.	No	1
Show historical assessment submission record.	No	1
Enable offline survey completion with auto-sync.	No	1
Track submission timestamps and IP addresses.	No	1
Success Stories & Case Studies Requirements		
Display case study invitation on dashboard and sent via email	No	1
Allow success story submission through structured template.	No	1
Enable multiple media upload (photos, videos, documents).	No	1
Track submission versions with timestamps.	No	1
Allow entrepreneur to preview final content.	No	1
Enable approval/rejection of final content.	No	1
Track content usage permissions.	No	1
Generate shareable success story link.	No	1
Allow entrepreneur to update success story annually or upon admin trigger	No	1
2. ENUMERATOR JOURNEY		
Verification process		
Dashboard Access Requirements		
Enable secure login with 2FA for enumerator portal.	No	1
Display total assigned entrepreneurs on dashboard.	No	1
Allow filtering of entrepreneurs by location/status/programme	No	1
Enable access to entrepreneur business profiles.	No	1
Display verification deadlines and progress.	No	1
Track login history and session duration.	No	1
Show notification alerts for new assignments.	No	1
Enable offline data caching for field work.	No	1
Field Verification Requirements		
Access standardized verification checklist.	No	1
Capture GPS coordinates at verification location.	No	1
Enable photo capture with geotag and timestamp.	No	1
Record verification responses offline.	No	1
Upload multiple photos per verification.	No	1
Add comments/notes for each verification criteria.	No	1
Flag discrepancies in business information.	No	1
Submit verification report	No	1
Survey Administration Requirements		
Access list of assigned assessment surveys.	No	1
Download surveys for offline completion.	No	1

Track survey completion progress.	No	1
Enable voice recording during interviews.	No	1
Capture interview location coordinates.	No	1
Upload supporting documents per question.	No	1
Save partial survey responses.	No	1
Submit completed assessments with timestamp.	No	1
Track survey submission history.	No	1
3. ADMIN FUNCTIONALITIES		
Pre-disbursement management		
Enumerator Management Requirements		
Create and deactivate enumerator accounts.	No	1
Assign role-based permissions to enumerators.	No	1
Set verification targets per enumerator.	No	1
Track enumerator performance metrics.	No	1
Generate enumerator activity reports.	No	1
Manage enumerator location assignments.	No	1
View enumerator login/activity history.	No	1
Bulk upload enumerator details.	No	1
Monitor verification quality scores.	No	1
Verification Assignment Requirements		
Filter entrepreneurs by multiple criteria (location/sector/program/etc).	No	1
Bulk assign entrepreneurs to enumerators.	No	1
Auto-assign based on location proximity using AI and Manual process after that	No	1
Set verification deadlines.	No	1
Track verification progress in real-time.	No	1
Generate verification status reports.	No	1
Export verification data in multiple formats.	No	1
Update funding eligibility in bulk and individually	No	1
Track verification rejection reasons.	No	1
Verification Dashboard		
Display total verification count with real-time updates.	No	1
Show pending vs completed verification ratio.	No	1
Calculate and display verification success percentage.	No	1
Track average verification completion time.	No	1
Display number of verification attempts per entrepreneur.	No	1
Show pending vs completed verification ratio.	No	1
Display enumerator location coverage	No	1
Display heat map of verification locations	No	1
Baseline Survey Management Requirements		
Create custom survey templates.	No	1
Support multiple question types.	No	1
Enable survey logic/skip patterns.	No	1
Translate surveys to multiple languages.	No	1
Schedule automated survey deployments.	No	1
Admin can edit individual survey responses but with audit trail	No	1
Track response rates in real-time.	No	1

Send automated reminders.	No	1
Export survey data to Power BI.	No	1
Generate survey analytics reports.	No	1
Survey Dashboard		
Display real-time completion rates.	No	1
Show average time per survey section.	No	1
Track partial completion points.	No	1
Display question-wise completion rates.	No	1
Track survey abandonment patterns.	No	1
Show response submission timeline.	No	1
Post-disbursement management		
Assessment Tool Management Requirements		
Admin should be able to create multiple assessment types.	No	1
Set assessment schedules/deadlines.	No	1
Assign assessments to specific groups.	No	1
Enable bulk assessment deployment.	No	1
Track completion rates by category.	No	1
Generate assessment reports.	No	1
Export assessment data.	No	1
Monitor assessment quality.	No	1
Set automated reminder rules.	No	1
Case Study Management Requirements		
Create case study templates.	No	1
Set selection criteria for case studies.	No	1
Bulk select entrepreneurs for studies.	No	1
Track submission progress.	No	1
Review submitted content.	No	1
Approve/reject case studies.	No	1
Generate case study reports.	No	1
Export case study data.	No	1
Archive completed case studies.	No	1
1. PROGRAMME PERFORMANCE TRACKING DASHBOARD		
1. Training Analytics		
Completion Tracking Requirements		
Calculate real-time program completion rates by cohort.	No	1
Track individual module completion status.	No	1
Measure time spent per module/unit.	No	1
Generate dropout analysis reports.	No	1
Monitor completion rates by demographic segments.	No	1
Track course progression timelines.	No	1
Flag inactive learners automatically.	No	1
Assessment Analytics Requirements		
Compare pre/post test scores automatically.	No	1
Calculate knowledge gain percentages.	No	1
Track module-wise performance metrics.	No	1
Identify knowledge gaps by module.	No	1

Generate performance distribution reports.	No	1
Monitor assessment completion rates.	No	1
Engagement Monitoring Requirements		
Track daily active user metrics.	No	1
Measure peer interaction frequency.	No	1
Generate content popularity reports.	No	1
Track peak usage patterns.	No	1
Monitor discussion quality metrics.	No	1
Track resource download patterns.	No	1
Generate engagement heat maps.	No	1
2. Mentorship analytics		
Matching Analytics Requirements		
Calculate mentor-mentee match success rates.	No	1
Track industry alignment percentages.	No	1
Monitor geographic match distribution.	No	1
Monitor time-to-match metrics.	No	1
Track matching preference adherence.	No	1
Engagement Quality Requirements		
Track session completion statistics.	No	1
Calculate average session durations.	No	1
Monitor meeting frequency compliance.	No	1
Track feedback scores bidirectionally.	No	1
Measure goal achievement rates.	No	1
Track communication frequency.	No	1
Monitor satisfaction scores.	No	1
Program Health Monitoring Requirements		
Track active mentor ratios.	No	1
Calculate satisfaction scores.	No	1
Track mentor retention rates.	No	1
Monitor unmatched mentee statistics.	No	1
Track rematch request frequencies.	No	1
Calculate program NPS scores.	No	1
Monitor mentor performance metrics.	No	1
3. ALUMNI ENGAGEMENT ANALYTICS		
Event Analytics Requirements		
Track monthly active alumni rates	No	1
Monitor group participation percentages	No	1
Track resource sharing frequency	No	1
Monitor inter-country collaboration rates	No	1
Network Activity Requirements		
Track platform login frequency.	No	1
Monitor resource sharing metrics.	No	1
Track connection growth rates.	No	1
Monitor discussion participation.	No	1
Track content contribution metrics.	No	1
Track alumni success stories.	No	1
4. APPLICATION ANALYTICS		

Submission Analytics Requirements	No	1
Track total application volumes.	No	1
Calculate completion rates.	No	1
Monitor average completion times.	No	1
Track abandonment rates by stage.	No	1
Monitor peak application periods.	No	1
Track device usage patterns.	No	1
Monitor language preferences.	No	1
Generate application trend reports.	No	1
Demographic Analysis Requirements		
Generate geographic distribution reports.	No	1
Track urban/rural split metrics.	No	1
Monitor gender distribution patterns.	No	1
Track age group distributions.	No	1
Monitor education level metrics.	No	1
Track industry sector distribution.	No	1
Generate demographic trend reports.	No	1
Monitor diversity metrics.	No	1
Track inclusion indicators.	No	1
Dashboard functionality		
Visualization Requirements		
Enable interactive chart creation.	No	1
Generate geographic heat maps.	No	1
Create trend line visualizations.	No	1
Enable comparative analysis tools.	No	1
Support custom report generation.	No	1
Enable data drill-down features.	No	1
Support multiple export formats.	No	1
Enable real-time data updates.	No	1
Support mobile visualization.	No	1
Filter Management Requirements		
Enable date range filtering.	No	1
Support cohort-based filtering.	No	1
Enable geographic filtering.	No	1
Support demographic filtering.	No	1
Enable sector-based filtering.	No	1
Administrative Control Requirements		
Enable custom metric creation.	No	1
Enable automated report scheduling.	No	1
Enable access control management.	No	1
Support audit trail tracking.	No	1
Enable dashboard customization.	No	1
Support user permission management.	No	1
Integration Requirements		

Support Power BI embedding.	No	1
Enable external API access.	No	1
Support multiple export formats.	No	1
Enable real-time data syncing.	No	1
Support mobile dashboard access.	No	1
Enable email report distribution.	No	1
Support notification system.	No	1
Enable third-party integrations.	No	1
Support data import/export APIs.	No	1

Appendix

Survey Question Types:

- Multiple Choice (one answer)
- - Multiple choice (Many answers)
- - Dropdown (one answer)
- - Dropdown (Many answers)
- - Rating scale
- - Continuous sum
- - Matrix choice (One answer)
- - Matrix choice (Many answers)
- - Matrix textbox
- - Short answer
- - Long answer
- - Number
- - Email
- - Phone number
- - Date/time
- - Multiple textbox
- - Contact information
- - File upload
- Header/description
- Create Page

Survey Logics:
Question logic: Uses "If and Then" conditions to direct respondents to different questions or pages based on their answers.

Page logic: Similar to question logic, but directs respondents to specific pages instead of questions.

Answer display logic: Allows you to choose which options to show or hide based on a respondent's previous answers.

Page skip logic: Transfers respondents to specific pages with follow-up questions based on certain conditions. For example, you can skip pages about shipping and delivery for customers who didn't make a purchase.

Survey Disqualification Logic: Identify and exclude respondents who don't meet specific criteria, ensuring data accuracy

Piping Logic: Automatically carries forward responses from one question to another. Example: If a respondent enters their name in Question 1, it can be used to personalize later questions.

Randomization Logic: Randomly orders questions or answer choices to minimize bias caused by answer positioning.

5.11 Alumni Engagement & Network
Alumni Profile

Background

The Alumni Community Module is a pivotal component of TEFConnect, aimed at empowering alumni by providing access to curated resources, networking opportunities, and professional development tools. It serves as both a knowledge hub and a dynamic community platform, enabling meaningful connections between alumni, entrepreneurs, mentors, and investors. By integrating robust community-driven features, the module reinforces TEFConnect's mission to foster innovation, collaboration, and continuous learning.

Objective

- Facilitate seamless networking and collaboration among alumni, entrepreneurs, mentors, and investors.
- Provide exclusive access to resources, case studies, and upskilling opportunities tailored to alumni needs.
- Empower alumni with tools to stay informed, engaged, and connected with the TEFConnect ecosystem.
- Equip administrators with advanced tools to manage content, track engagement, and promote vibrant community interactions.

Features	Feature Exists?	Priority
I want to be able to invite friends to join TEFConnect	Yes	0
I want to be able to add to/update my profile information with more details about me and my business (outside of details provided at on-boarding)	No	0
I want to choose audience that can view sections of my profile (e.g. public/entrepreneurs/mentors/investors/my contacts etc.)	No	0
I want to be able to join and view the community groups I belong to	No	0
I want to be able to see my timeline	Yes	0
I want areas "I need mentoring on"' to show (not mandatory)	Yes	0
I want a breakdown of number of connections I have based on investors, mentors and entrepreneurs	Yes	0
I want to be able to tag my friends	No	0
I want to post a status on my profile	Yes	0
I want people to like and share my posts	Yes	0
I want to be notified of comments on my posts	Yes	0
I want to be able to flag posts of concerns	No	0

I want others to see profile of my connections	Yes	0
I want to see the time I joined the platform (age on platform)	No	0
I want to be notified of a new message	No	0
I want to have a knowledge centre for article and resources for all Alumni to be able to read and download only	No	
I want to be able to mute and delete a connection	No	0
I want a badge on my profile to indicate who I am (e.g. Mentor, Entrepreneur/Alumni/Partner)	No	0
I want to be able to see upcoming events	No	0
I want to see profile completion percentage		0
I want to have access to settings on the TEF Alumni profile (privacy restrictions, notifications, password change etc)	No	0
I want to be able to get tips and suggestions on new things on the platform	No	0
I want to be able to bookmark/fav content and people, post smileys and gifs	No	0
I want to see quick links to notifications, messages.	No	0
I want to see other community members who are online and chat with the member	No	0
I want to be able to see Badges and Star Ratings: With designations "Top Alumni," "Frequent Contributor," or "Community Leader" for specific periods	No	0
Technical Dependencies		
Image standardisation	No	0
Admin functionality/ data to view		
I want to be able to view the user with the highest invite a friend, (top 20 users)	No	0
I want to be able to upload resources, case studies, etc in the knowledge centre		
I want to be able to review and delete flagged comments /status	No	0
I want to be able to delete or suspend a user	No	0
I want to be able to change a user's category badge and rating	No	0
I want a dashboard (downloadable with nice infographics)		
I want an export button (to be able to export all my data sets)		
Data to view		
Engagement rate	No	0
No of profile views / user/location	No	0
Data to view alumni ratings, business countries, sectors, gender, top 10 business countries that are engaging, business country breakdown	No	0

TEF Alumni Community

Features	Feature Exists?	Priority

I want to be able to search for people on the platform by industry, name, category, (e.g. entrepreneurs, mentors, alumni, investors), business country, business name	No	0
I want to be able to see the profile of users I select on the platform	Yes	0
I want to be able to send a connection request to other desired users on the platform	Yes	0
I want to be able to receive connection requests by email and notification on the platform	Yes	0
I want to be able to see connection request notification on my profile	Yes	0
I want to be able to create community groups	Yes	0
I want to able to invite people to a group	Yes	0
I want to be able to see how many people are in different community groups	Yes	0
I want to be able to post messages on my community group and reply to other posts	Yes	0
I want to know which community groups are public or private	Yes	0
I want to be able to search for keywords and hashtags to find content in communities.	No	0
I want to be able to read translated version of individual comments and posts	Yes	0
I want to be to send a private message to groups	Yes	0
I want to be able to mention people or ask people questions	No	0
I want to be able to follow conversations and get notification on subsequent replies.	No	0
I want to be able to like and share posts on TEFConnect	No	0
I want to be able to reply to posts and comments	Yes	0
I want to be able to create polls	Yes	0
I want to be able to take a poll	Yes	0
I want to be able to see all available polls	No	0
I want to be able to add smiley to post and comment	Yes	0
I want to be notified when a content is sensitive	No	0
I want to be able to upload image, GIFs, videos	Yes	0
I want to see user's activity when I click their profile	No	0
I want to subscribe to group and communities	No	0
I want to be able to see when someone is online	No	0

I want to be able to bookmark/fav content, save content and people, post smileys and gifs	Yes	0
I want to be able to flag a comment with reason for flagging	Yes	0
I want to see featured comments	No	0
I want to see topic recommendations	No	0
I want to be able to invite friends to join TEFConnect as a user	No	0
I want to be able to follow and unfollow TEF Alumni.	No	0
I want to be able to send a direct message and post a message on a TEF Alumni's timeline	No	0
I want to be able to like, tag, reply conversations posted by any TEF Alumni	No	0
I want to be able to like another TEF Alumni profile or comments posted.	No	0
I want to be to create topics and allow all TEF Alumni see it, like, tag and reply as a thread to the conversations.	No	0
I want to be able to see number of profile views/user/location	No	0
I want to see other community members who are online and chat with the members	No	0
I want to be able to see Alumni Leaderboard which will: Showcase top contributors weekly or monthly to foster healthy competition	No	0
I want users to get alerts about new messages, upcoming events, or achievements like badges earned and ratings	No	0
Technical Dependencies		
Elastic search API or Algolia API https://www.algolia.com/ to crawl entire platform		0
Email invite plugin		0
Google API		0
Email trigger for mentions, conversation		0
SMS triggers		0
Integration to poll API		0
Integration to public smiley API like emojipedia- https://emojipedia.org/		0
Flag technology and keyword censoring		0
Unique identifier/badges		0
Uploader API, 3 image standardization, rounded edges		0

Integration with collaborative tools/ using google doc- collaborative widget		0
Admin functionality/ data to view		
Create, edit and delete community groups		0
Admin should be able to see the leaderboard and access	•	
See all flagged posts/comments		0
Delete or resolve a flagged comment		0
Suspend or delete a user from the platform		0
Admin should be able to create community group (Hub Lead should be the admin)	•	0
See community guidelines		0
See name of owners of community groups and reach out to them		0
Report a post, delete a comment		0
Pin a comment to the top		0
Points System: Admin should be able to award points for activities like event participation, group chat engagement, or survey completion	No	0
Leaderboard: Admin should be able to get analytics on: Top weekly contributors weekly and monthly to be able to post it on the TEF Alumni community Active alumni Event participation rates	No	0
View communities and posts on dashboard and filter by:		
1. Industry	Yes	0
2. No of people	Yes	0
3. No of posts	Yes	0
4. No of likes	Yes	0
5. No of comments	Yes	0
6. Most performing rooms, posts	Yes	0
7. Add guidelines, edit and delete guidelines	Yes	0

Value Added Opportunities

Features	Feature Exists?	Priority
Sub-pages – Trainings, competition, second stage funding, conferences, alumni opportunities		

I want to get a pop up and receive via email when there is a new value-add opportunity	No	0
I want to see sector-based value add opportunities	Yes	0
I want to receive notifications about deadlines	Yes	0
I want to be able to see Opportunities by type of opportunity (e.g. challenges, competitions, awards, scholarships, discounts, funding, fellowships, speaking engagements)	No	0
I want to sort opportunities by countries	Yes	0
I want to be able to sort opportunities by latest, most popular etc.	No	0
I want to see a countdown until time left until deadline for an opportunity	Yes	0
I want a standard template for uploading (name of opportunity, picture, description, deadline, link, eligibility status)	Yes	0
Technical dependencies		
Generic Moderation dependencies		0
Admin		
I want to see opportunity added, creator, date of creation, time of creation, number of views for each opportunity	Yes	0
I want to be able to see all flagged opportunity	Yes	0
I want to be able to delete an opportunity from the platform	Yes	0
I want to be able to see total number of opportunities added by category and their respective uptake/views	No	0
Data to View		
I want to be able to see the number of engagements per opportunity created	No	0
I want to be able to see the number of engagements disaggregated into number of countries, gender, sector	No	0

Share Your Success Story

Features	Feature Exists?	Priority
I want Alumni to be able to share their success stories and should contain the listed below: • Firstname • Surname	No	0

• Email • Gender • Country • Year of Funding • Tell your story: Here Alumni can text their story • Upload a high res photo/video (business activity) • Description of photo(s)/video(s)		
Technical dependencies		
Generic Moderation dependencies	No	0
Admin		
Admin should be able to view number of success stories and engagements	No	0
Admin should be able to copy the story and export the data shared		
Data to View		
I want to be able to view submission metrics on the following: • Total number of success stories submitted. • Number of unique alumni who have submitted stories. • Percentage of alumni who submitted stories per funding year. • Average submission time (how long it takes to complete the form).	No	0
I want to be able to view content insights on the following: • Types of uploaded media (photos vs. videos) and their count. • Average file size and resolution of uploads. • Common themes or keywords in stories (using text analysis).	No	0
I want to be able to view demographic insights on the following: • Breakdown of submissions by gender, country, and year of funding. • Correlation between alumni funding years and engagement levels. • Distribution of submitters by region (e.g., West Africa, East Africa).	No	0
I want to be able to view export and reporting data on the following: • Number of times success stories or data were exported by admin. • Export logs, including timestamps and user details. • Pre-generated reports on submission and engagement trends on the Share Your Success Story tab.	No	0
I want to be able to view user activity tracking on the following: Individual alumni activity metrics which will speak to frequency/number of times an alumni has added to their success story	No	0
I want to be able to view technical metrics on the following: • Platform usage statistics (e.g., mobile vs desktop submissions).	No	0

• Upload success rate and errors encountered (e.g., file size issues). • Alumni success metrics by sector or industry. • Common challenges or achievements identified from the stories. • Seasonal trends in submissions (e.g., spikes during funding announcements).		
I want to be able to view notifications and reminders on notifications and reminders on the following: • Number of reminders sent to Alumni who have started filling the form but have not completed • Conversion rate of reminders to actual submissions	No	0

Become a TEF Coach

Features	Feature Exists?	Priority
I want a "**Become a TEF Coach**" tab to be added. The tab should contain the following: • **About TEF Coaching programme** • Name • Business Name • Duration (How long you want to be a Coach) • Submit	No	0
Technical dependencies		
Generic Moderation dependencies	No	0
Admin		
• Admin should be able to receive/see the data from interested TEF Alumni who want to become coaches • Admin should also be able to export it to an excel sheet	No	0
Data to View		
I want to be able to see engagement metrics on the following: • Number of applications submitted over time (daily, weekly, monthly). • Geographical distribution of applicants by country. • Areas of specialisation most frequently selected. • Breakdown of submissions by gender, country, and year of funding. • Correlation between alumni funding years and engagement levels. • Distribution of submitters by region (e.g., West Africa, East Africa)		

Alumni Dashboard

Features / Data to View	Feature Exists?	Priority

I want Admin to have Advanced Alumni Analytics that displays: **Engagement by Country**: Track and display engagement metrics by country, highlighting active regions. **Submission trends** – Submission metrics on success story shared by Alumni **Activity Overview**: Show total events attended, coaching hours logged, and group participation metrics. **Profile Completion**: Indicate profile completion percentage to encourage alumni to add details and enhance visibility. I want admin to be able to have advanced search and filtering tools for finding Alumni	No	0

5.12 Mentorship

LANDING PAGE		
I want to be able to see two options (**Apply to be a TEF mentor** & **log in as a TEF Mentor**)		
Apply to be a TEF Mentor is for first time mentor applicants and takes them to a page where they can apply to be a mentor, and they see all application questions.		
All who are applying to be a TEF mentor must have created a mentor account on TEF Connect already		
Log in as a TEF Mentor is for existing or verified mentors who have been verified and their data uploaded into the platform. Clicking on this takes them to the page where they input their email and password		
Admin		
I want to see a dashboard with a list of all mentors disaggregated into gender, language, country, business sector.		
I want to be able to see the breakdown of general mentors who have signed up to the platform and selected mentor as their profile.		
I want to be able to download a comprehensive list and details of general mentors who have signed up to the platform and selected mentor as their profile.		
I want to be able to upload the list (email, first name and last name) of approved TEF Mentors for the system to recognize approved mentors from other general mentors		
I want to be able to see a breakdown of TEF approved mentors who have signed up to the platform.		

I want to be able to download a comprehensive list and details of TEF approved mentors who have signed up to the platform.		
I want to be able to export the data based on the data set I uploaded		
APPLY TO BE A MENTOR		
I want to be able to input my first name, last name, email and a drop down of application questions (All fields are compulsory) **APPLICATION QUESTIONS** **1. FIRST NAME** **2. LAST NAME** **3. GENDER (This would have a field to select either male or female)** **4. EMAIL** **5. COUNTRY** **6. STATE** **7. DATE OF BIRTH** **8. PHONE NUMBER(WHATSAPP)** **9. ARE YOU WILLING TO SERVE AS A MENTOR FROM THE TEF MENTORSHIP NETWORK ON AVAILABLE MENTORSHIP PROGRAMMES.** **10. PREFERRED LANGUAGE (This would have a dropdown to select either ENGLISH, FRENCH, PORTUGUESE, ARABIC)** **11. WHAT IS YOUR TITLE (This would have a dropdown to select either Mr., Mrs., Ms., Dr., Engr., Prof.,)** **12. WHICH OF THESE SECTORS IS YOUR AREA OF EXPERTISE (This should have a dropdown to select any of the TEF approved sectors)** **13. Please state your name as you would want it to appear on your certificate. (Do not input more than 3 names, as this will distort your certificate)** **14. Please upload your CV**		
I want to be able to upload my CV (Only files in pdf format can be submitted and individual files should not exceed 2MB. Also, there should be a notification or prompt that only CVs in English language is accepted)		
I want to see a notification upon completion on the platform informing me that my application was successfully submitted		
I want to be able to get an email informing me that my application was successfully received, and we would communicate the eligibility upon review.		
Admin		

I want to be able to see and export all submitted applications and their details		
I want to be able to disaggregate the applicants based on country, language, gender, sector.		
I want a dashboard that shows me how many applications received, how many have been worked on and how many were successful		
I want to be able to export the data of all application questions asked		
I want to be able to access and download all CV's submitted from the storage folder to my personal laptop		
I want to be able to flag applications for incomplete information and send them automatic emails on incomplete fields with a deadline		
I want to be able to upload the data in CSV format for all successful applicants to the platform.		
I want to be able to upload the data in CSV format for all rejected applicants		
I want to be able to send success and rejection notification to applicants via the platform.		
SUCCESSFUL MENTOR APPLICANTS		
I want to be able to sign in and confirm my password once eligibility is confirmed		
I want to be able to log in and register my profile details ((full name, language, country, phone number, email, gender, date of birth (DD/MM/YYYY), industry/sector, bio)		
ALREADY SUCCESSFUL MENTORS		
I want to be able to log in and put in my sign-in details once eligibility is confirmed		
I want to be able to add to/update my profile information with more details about me and my career upon log in (full name, language, country, phone number, email, gender, date of birth (DD/MM/YYYY), industry/sector, bio)		
I want to be able to add to/update my profile information with more details about me and my business (outside of details provided at on-boarding)		
I want to choose audience that can view sections of my profile (e.g. public/entrepreneurs/mentors/investors/my contacts etc.)		

Upon sign-in I want to be able to see multiple tabs including **home tab**, **mentorship programmes tab**, **communities tab**, **opportunities tab** and **share my story tab**.		
My home page tab		
I want to be able to see the notice board on my homepage		
I want to be able to download the mentorship handbook or guideline from my homepage		
I want to have access to the General Business Management training on the Home page.		
I want to be able to view and join the mentor community groups.		
I want to be able to search for people on the platform by industry, name, category, (e.g. entrepreneurs, mentors, alumni, investors), business country, business name		
I want to be able to see the profile of users I select on the platform		
I want to be able to receive connection request from other fellow mentors, alumni or users on the platform.		
I want to be able to receive connection request from other fellow mentors, alumni or users on the platform		
I want to be able to accept or reject connection requests from other mentors, alumni or users on the platform		
I want to be able to exchange messages with individuals on my connection list.		
I want a breakdown of number of connections I have based on mentors and entrepreneurs		
I want to be able to create community groups		
I want to able to invite people to a group		
I want to be able to see how many people are in different community groups		
I want to see other community members who are online and chat with the member		
I want to be able to see Badges and Star Ratings: With designations "Top Mentor," "Frequent Contributor," or "Community Leader" for specific periods.		
I want to be able to post messages on my community group and reply to other posts		
I want to know which community groups are public or private		

I want to be able to search for keywords and hashtags to find content in communities.		
I want to be able to read translated version of individual comments and posts		
I want to be to send a private message to groups		
I want to be able to mention people or ask people questions		
I want to be able to follow conversations and get notification on subsequent replies.		
I want to be able to like and share posts on TEFConnect		
I want to be able to reply to posts and comments		
I want to be able to create polls		
I want to be able to take a poll		
I want to be able to see all available polls		
I want to be able to add smiley to post and comment		
I want to be notified when a content is sensitive		
I want to be able to upload image, GIFs, videos		
I want to see user's activity when I click their profile		
I want to subscribe to group and communities		
I want to be able to see when someone is online		
I want to be able to bookmark/fav content, save content and people, post smileys and gifs		
I want to be able to flag a comment with reason for flagging		
I want to see featured comments		
I want to see topic recommendations		
I want to be able to invite friends to join TEFConnect as a user		
I want to be able to follow and unfollow connections.		
I want to be able to like, tag, reply conversations posted by any user		
I want to be able to like another user's profile or comments posted.		
I want to be able to create topics and allow all users see it, like, tag and reply as a thread to the conversations.		

I want to be able to see number of profile views/user/location		
I want to see other community members who are online and chat with the members		
I want to be able to see Leaderboards which will: Showcase top contributors weekly or monthly to foster healthy competition		
I want users to get alerts about new messages, upcoming events, or achievements like badges earned and ratings		
I want to see the mentorship programmes on my tab		
Non-Successful mentor applicants/Non-TEF Mentors		
They only have access to home tab and communities tab.		
Admin		
I want to have access to edit content on the mentor notice board		
I want to be able to upload the mentor handbook on the mentorship notice board (in pdf)		
I want to see a dashboard with a list of mentors disaggregated into all their information gender, language, country, business sector.		
I want to be able to export the data of all registered mentors on the platform in an excel or CVS file(full name, language, country, phone number, email, gender, date of birth (DD/MM/YYYY), industry/sector, bio)		
I want to be able to see a dashboard with number of mentors registered on the platform, number of active mentors, and number of online mentors.		
I want to be able to download or export the data with number of mentors registered on the platform, number of active mentors, and the number of online mentors.		
I want to be able to create mentor community groups		
I want to be able to delete mentor community groups		
I want to be able to create the agenda/topic for mentor community groups		
I want to be able to undo/delete mentor profile pages		
Admin should be able to see the leaderboard and access		
See all flagged posts/comments		

Delete or resolve a flagged comment		
Suspend or delete a user from the platform		
See community guidelines		
See name of owners of community groups and reach out to them		
Report a post, delete a comment		
Pin a comment to the top		
Points System: Admin should be able to award points for activities like event participation, group chat engagement, or survey completion		
Leaderboard: Admin should be able to get analytics on: Top weekly contributors weekly and monthly to be able to post it on the TEF Alumni community Active mentors Event participation rates		
View communities and posts on dashboard and filter by:		
1. Industry		
2. No of people		
3. No of posts		
4. No of likes		
5. No of comments		
6. Most performing rooms, posts		
7. Add guidelines, edit and delete guidelines		
MENTORSHIP PROGRAMME INTERFACE		
MENTOR		
I want to be able to see the available mentorship programmes running.		
I want to be able to see the mentorship programme I have been attached to and the information		
I want to be notified via email and on the TEFConnect platform when I have been requested as a mentor		
I want to be able to view the profiles of Mentees who have requested me as a mentor		

I want to be able to accept or reject a mentor request		
I want to accept or decline mentee requests with personalized messages		
I want to be able to create mentorship groups with my mentees		
I want to be able to set goals with my mentee		
I want to be able to track Mentee's milestones from uploaded business plan, with deadlines for each milestone		
I want to be able to send my mentee a five star (or something similar) congratulatory message on completion of milestones.		
I want to be able to give feedback to my mentees		
I want to be able to see progress of all my mentees on a dashboard		
I want to be able to have a calendar where I can show my availability for mentoring schedule		
I want to be able to select my preferred mode of communication (call, email, chat on TEFConnect, other)		
I want to be alerted when it is my mentees birthday		
I want to be able to give feedback on if I fulfilled mentoring duration monthly		
I want to be able to assess my mentee's performance during the programme		
I want to be able to filter mentees based on industry, country etc		
I want to be able to give general feedback on the mentorship programme		
I want to be able to end/close-out a mentoring connection with a mentee at the end of the mentorship duration		
I want to be able to request ending a mentoring relationship with a mentee (only to be approved by admin) when they haven't been responsive.		
I want a resource library where I can get all the information I need for onboarding and the rest		
I want to be able to automatically renew my agreement after the 1 year without having to reapply		
I want to know when mentees have completed their tasks		
NB: Mentor cannot mentor more than 5 mentees at a time		

I want a badge that signifies who I am (Mentor)		
I want to have access to settings on the TEF Mentor profile (privacy restrictions, notifications, password change etc).		
I want to see the time I joined the platform (age on platform)		
MENTEE		
I want to be able to see the available mentorship programmes running		
I want to be able to see the mentorship programme I have been attached to and the information		
I want to be able to download the mentee handbook or guideline from my profile		
I want to be able to see the list of available mentors in a mentorship programme.		
I want to be able to view the profiles of Mentors available for a mentorship programme.		
I want to see filters for mentors based on the mentorship programme based on different areas (gender, country, language, industry)		
I want mentors' recommendations based on my Country, language, gender and business industry		
I want to be able to send a mentoring request to a maximum of 1 mentor per time		
I want to be able to see the status of mentors on the mentorship programme, whose mentee connection is completed or full and I cannot request a mentoring connection		
I want to be able to see the status of a mentorship request, either accepted or rejected.		
I want to be able to join mentorship groups created by my mentor		
I want to be able to send private messages and files with my mentor.		
I want to be able to set goals with my mentor.		
I want to be able to share milestones from uploaded business plan, with deadlines for each milestone with my mentor.		
I want to be able to share my progress with my mentor.		
I want to be able to see my mentors calendar availability for meetings.		
I want to be able to see my mentor's preferred mode of communication (call, email, chat on TEFConnect, other)		

I want to be alerted when it is my mentor's birthday		
I want to be able to give feedback on if I fulfilled mentoring duration monthly		
I want to be able to assess my mentor's performance during the programme		
I want to be able to filter mentors based on industry, country etc.		
I want to be able to give general feedback on the mentorship programme		
I want to be able to end/close-out a mentoring connection with a mentee at the end of the mentorship duration		
I want to be able to request ending a mentoring relationship with a mentor (only to be approved by admin) when they haven't been responsive or if I have issues.		
I want my profile to show my mentor.		
Admin		
I want to be able to create mentorship programmes		
I want to be able to end mentorship programmes which signifies the close of that mentorship programme		
I want to be able to upload a list of mentors in a mentorship programme		
I want to be able to upload a list of mentees in a mentorship programme		
I want to be able to see and export the number of pairings (mentors & entrepreneurs) in a mentorship programme		
I want to be able to export the details of unpaired mentors and mentees in a mentorship programme		
I want to be able to see the mentor requests from entrepreneurs and accept or reject it on behalf of the mentor.		
I want to be able to see the milestones set by mentors and entrepreneurs.		
I want to be able to see the birthdays of entrepreneurs and mentors daily.		
I want to be able to export data on feedback about mentorship programme of mentors and mentees(entrepreneurs).		
I want to be able to export data about mentors' assessment of their mentees		

I want to be able to export data about mentees assessment of their mentors		
I want to be able to see requests to end a mentoring relationship.		
I want to be able to accept or reject requests to end mentoring relations with feedback on comment on reason for acceptance/rejection.		
I want to be able to upload feedback surveys with questions that gauge the mentorship programme.		
I want to be able to view mentorship connections		
I want to be able to directly message mentors/mentees		
I want to receive triggers when there are poor ratings of mentor/mentee		
I want to be able to send surveys and the results be collated		
I want to receive trigger notifications when there are poor ratings of mentor/mentee		
I want a prompt when a mentor is recommended to added to the programme		
I want the system to track mentees/mentors - point rating		
I want the system to auto- generate certificates for mentors after programme cycle		
I want mentor to tell me if they don't want to be mentors anymore and why (seriousness, no integrity, no response, others)		
I want to be alerted if mentees or mentors are changing too often		
I want to be able to search mentees/mentor by industry, country, gender, language.		
I want number of check in by mentor or mentee to be recorded		
I want to be able to do batch upload of mentors to the platform		
I want Mentors to sign Terms & Conditions online		
See at a glance mentee peering with mentors		
I want to see and track mentee monthly engagement		
Technical dependencies		
Calendar integration		
Chat functionality		

VALUE ADDED OPPORTUNITIES		
Sub-pages – Trainings, conferences, mentor opportunities		
I want to get a pop up and receive via email when there is a new value-add opportunity		
I want to see sector-based value add opportunities		
I want to receive notifications about deadlines		
I want to be able to see Opportunities by type of opportunity (e.g. trainings, conferences, discounts, speaking engagements)		
I want to sort opportunities by countries		
I want to be able to sort opportunities by latest, most popular etc.		
I want to see a countdown until time left until deadline for an opportunity		
Technical dependencies		
Generic Moderation dependencies		
Admin		
I want a standard template for uploading (name of opportunity, picture, description, deadline, link, eligibility status)		
I want to see opportunity added, creator, date of creation, time of creation, number of views for each opportunity		
I want to be able to see all flagged opportunity		
I want to be able to delete an opportunity from the platform		
I want to be able to see total number of opportunities added by category and their respective uptake/views		
Data to View		
I want to be able to see the number of engagements per opportunity created		
I want to be able to see the number of engagements on opportunities disaggregated into number of countries, gender, sector		
SHARE YOUR MENTOR STORY		
Features		

I want Mentors to be able to share their career/success stories and should contain the listed questions below: (A prompt should be included that mentors should provide very detailed answers to questions where necessary • First name • Last name • Email • Gender • Country • State/Region • Tell us a bit about yourself and what you do (Please ensure you provide a very detailed answer/response) • What year did you join the Foundation's mentorship network? • How many entrepreneurs have you mentored so far? • What motivated you to get involved in mentoring Tony Elumelu entrepreneurs? *(Please ensure you provide a very detailed answer/response)* • How has the Journey as a Tony Elumelu Foundation Mentor been so far? *(Please ensure you provide a very detailed answer/response)* • How do you see the Foundation's mission aligning with your own values and goals as a mentor? *(Please ensure you provide a very detailed answer/response)* • Could you provide an example of a particularly rewarding mentoring experience you've had through the Tony Elumelu Foundation? *(Please ensure you provide a very detailed answer/response)* • How did your guidance impact the mentee's journey? (*Please ensure you provide a very detailed answer/response)* • What is your message to young entrepreneurs who considering getting a mentor to guide them on their journey? *(Please ensure you* provide *a very detailed answer/response)* • What notable milestones have you recently achieved in your business or career? (Please ensure you provide a very detailed answer/response)		

• Would you encourage other distinguished individuals such as yourself to join the TEF Mentor Network? (Yes or No) • Please provide us with your social media handles • Please attach high resolution professional pictures/headshot of yourself. (Images only)		
Technical dependencies		
Generic Moderation dependencies		
Admin		
Admin should be able to view number of success stories and engagements		
Admin should be able to export the data shared		
Data to View		
I want to be able to view submission metrics on the following: • Total number of stories submitted. • Number of unique mentor who have submitted stories. • Percentage of mentor who submitted stories per mentorship programme. • Average submission time (how long it takes to complete the form).		
I want to be able to view content insights on the following: • Average file size and resolution of uploads. • Common themes or keywords in stories (using text analysis).		
I want to be able to view demographic insights on the following: • Breakdown of submissions by gender, country. Distribution of submitters by region (e.g., West Africa, East Africa).		
I want to be able to view export and reporting data on the following: • Number of times success stories or data were exported by admin. • Export logs, including timestamps and user details.		

• Pre-generated reports on submission and engagement trends on the Share Your Success Story tab.		
I want to be able to view user activity tracking on the following: Individual mentor activity metrics which will speak to frequency/number of times a mentor has added to their success story		
I want to be able to view technical metrics on the following: • Platform usage statistics (e.g., mobile vs desktop submissions). • Upload success rate and errors encountered (e.g., file size issues). • mentor success metrics by sector or industry. • Common achievements identified from the stories. Seasonal trends in submissions		
I want to be able to view notifications and reminders on notifications and reminders on the following: • Number of reminders sent to mentor who have started filling the form but have not completed Conversion rate of reminders to actual submissions		

General

1. Clickable link to all TEF social media handles should be on every page on TEFConnect.
2. Task Reminder Notifications for Entrepreneurs at every stage of the program especially in areas where they have to take action

Platform Admin Functions

3. Delete comment, delete user
4. I want to see the number of connection pairs per region, per countries, per gender, per category of users
5. Popular keywords used on the platform
6. I want to be able to administer surveys to a particular user group
7. I want to see the current users logged in
8. I want to set active duration on site pages
9. I want to be able to flag and delete negative posts
10. I want to delete, view and edit a banner, notification, links etc.
11. I want to see how many people have viewed a post
12. I want to see how many people are going through the training
13. I want to see how long it takes users to go through training courses
14. I want to perform a specific admin function on the learning page easily

15. I want to be able to easily create surveys and append survey links
16. I want to easily navigate the survey from the admin
17. I want to be able to give specific admin access to specific users
18. I want to be able to edit, view and delete surveys
19. I want to be able to search for surveys by keywords
20. I want to see all survey reports
21. I want to preview changes before going live
22. I want an auto report delivered to a set of stakeholders
23. I want to get alerts for scheduled data
24. I want to be able to create rooms on the community
25. I want the mentors and mentees to get notified when an update has been made
26. I want to see all the connections for a mentor
27. I want to be able to match bulk mentees to mentors

Platform Data Dashboard

1. Total Sign ups – Filter by User category e.g. Entrepreneurs, Mentors, Partners, gender, age, country, language, date range. Also display growth month on month.
2. Total users by category e.g. Entrepreneurs, Mentors, Partners, Alumni. Filter by country, age, Gender, Industry
3. Total Active, Inactive, Dormant Users
4. Bounce rate
5. Articles – no/day and total
6. Events acceptance (no/day and total)
7. Most searched keyword.
8. Total Return visitors by date range
9. Avg. time on site
10. Page views/visit
11. Average session duration, daily, monthly for application
12. DOB Entrepreneurs/Alumni mentors (auto email birthday recognition) Total number of users (subscribers), growth month on month
13. Top active countries
14. Total number of all who visited today – entrepreneurs, Alumni & mentors?
15. DATA AVERAGES
    - DAU- Daily average user
    - MAU – Monthly average user
    - WAU- Weekly average user
    - Average engagement rate

6.0 UAT GOALS- AUTOMATION OF TEST

- Load & stress test
- Penetration test
- UAT technical dependencies
- UAT admin functionality
- Vulnerability tests

Success Metrics

1. **Performance:** API response times <300ms; page load times <5 seconds.

2. **Engagement:** Achieve 90% active user adoption within 3 months.

3. **Scalability**: Seamlessly support up to 100,000 concurrent users.

4. **Data Integrity:** Ensure 100% accuracy in data migration with no loss or corruption.

5. **Uptime**: Achieve >99.9% reliability post-deployment.

6. **Migration Efficiency**: Complete data migration within 10 weeks, minimizing system downtime to less than 1%.

Security monitoring procedure and security reports by the technical team every month.
Synergize hosting platform with Azure platform for better optimization, security and monitoring.

7.0 TEFCONNECT FUTURE DATA WAREHOUSE

We require all data generated across the TEFConnect platform to be replicated into a centralized Data Lake, which must be independently quarriable by our in-house data analysts. This replication should ensure that all platform transactions and user activities are available in the Data Lake within a 24-hour window or less.
In addition, vendors are expected to provide a comprehensive data dictionary and clearly defined table relationships to support accurate and efficient reporting and analytics. The architecture should support integration with leading business intelligence and analytics tools such as Power BI, Tableau, or similar platforms.
We seek to implement a modern, scalable, and secure data warehouse solution that will serve as the backbone of its data ecosystem. The proposed data warehouse must consolidate and manage data across all key modules of the TEFConnect platform including:

- Entrepreneurship Applications
- Training and Learning Management
- Mentorship
- Alumni Engagement
- Financial Disbursement
- Auditing
- Monitoring and Evaluation (M&E)
- Communication Interfaces (e.g., Chatbots)
- External Systems (e.g., NLP, GIS, and Communication APIs).

The solution should support both real-time and batch data processing, enable centralized and structured storage, ensure high data quality and lineage, and power advanced analytics and reporting.

In addition to business intelligence and reporting capabilities (e.g., executive dashboards, cohort tracking, and program performance), the data warehouse must also be designed to support AI and machine learning use cases. These include but are not limited to:

- Predictive modeling (e.g., identifying at-risk entrepreneurs)
- Intelligent mentor matching
- Disbursement risk scoring
- NLP-driven text classification (e.g., pitch reviews), and
- user sentiment analysis from support interactions.

We expect the vendor to be responsible for an optimized and future-proof data architecture, including database design, ETL/ELT pipelines, data models, governance structures, and integration approaches required to meet these goals. Solutions should align with TEFConnect's mission to enable data-driven decision-making, improve operational efficiency, ensure transparency and compliance, and support the platform's continued growth across Africa.

8.0 SOLUTION ARCHITECTURE

1. **Architecture Design**: Transition to microservices-based architecture for modular development.
2. **Hosting**: Deploy the application on Azure Cloud for scalability and optimized performance.
3. **Monitoring:** Incorporate Prometheus and Grafana for system performance monitoring, alerting, and visualization.

9.0 TECHNOLOGY STACK REQUIREMENTS

The platform is built on the following technologies, and expertise in these areas is required:

- **Backend:** Node.js (or C#)
- **Frontend:** React.js
- **Database:** Azure MySQL
- **Hosting & Infrastructure:** Microsoft Azure (including cloud services, deployment, and security management)

10.0 SECTION CONCLUSION

The development of TEFConnect Version 3.1 represents a strategic advancement in realizing the Tony Elumelu Foundation's mission to support African entrepreneurs. By integrating enhanced features, modern technology, and robust data migration processes, the platform will effectively address scalability, user experience, and operational needs.

With the introduction of advanced modules, TEFConnect will deliver an unparalleled user experience. The inclusion of a comprehensive and secure data migration process ensures continuity while preserving the integrity of user information.

The proposed roadmap and modular development workflow provide a clear and efficient pathway to project completion. Adherence to global security and compliance standards guarantees the trust and reliability essential for a platform of this magnitude.

Version 3.1 of TEFConnect will redefine digital entrepreneurship in Africa, creating a sustainable, collaborative, and impactful ecosystem that empowers entrepreneurs to thrive, innovate, and drive economic growth across the continent.

SECTION B

Functional Requirements for TEFConnect AI-Driven Growth Platform

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1. Current Challenges and Opportunities

TEFConnect currently supports various phases of the entrepreneurship program. However, several challenges and opportunities call for an AI-driven transformation:

- **Candidate Verification and Fraud Prevention:** Manual processes in document verification and identity confirmation can be slow and prone to errors or fraudulent submissions.

- **Scalability in Training and Testing:** Traditional testing methods may not adequately address the diverse skill sets of candidates. A one-size-fitsall approach might leave gaps in skills development.

- **Business Plan Quality:** Aspiring entrepreneurs often submit business plans that vary in quality; a pre-assessment tool could help refine these plans before formal submission.

- **Operational Efficiency:** The current system needs to speed up candidate evaluation and seed capital disbursement while ensuring high standards of quality and compliance.

- **Enhanced User Experience:** With millions of potential applicants across Africa, customizing the experience and support for each candidate remains a priority.

2. Objectives

- **Enhance scalability** of the TEFConnect platform with intelligent systems.

- **Automate and personalize** the user experience.

- **Improve data-driven decision-making** through advanced analytics.

- **Reduce manual workload** and increase operational efficiency.

- **Create continuous, accessible support structures** for all African entrepreneurs.

3. Functional Requirements

3.1. AI-Driven Selection Process

Objective: Automate and improve the fairness and efficiency of the Entrepreneurship Programme application review.

- **Automated Screening Tools**
    - AI model to evaluate applications against pre-defined metrics (viability, innovation, market potential).
    - Scoring mechanism based on weighted criteria.

- **Bias Reduction**
    - Natural Language Processing (NLP) tool for anonymizing applications.
    - Remove identifiers (name, gender, location) before reviewing.

- **Predictive Analytics**
    - Historical data model to assess the likelihood of success for each applicant.
    - Dynamic learning algorithm based on ongoing program outcomes.

- **Automated Document Verification**
    - OCR system to extract text from images/PDFs.
    - Deep learning model to cross-validate documents against expected formats and databases.
    - Fraud detection for mismatched or inconsistent documentation.

- **Enhanced Identity Verification**

    - Integration of biometric tools (fingerprint, facial recognition).
    - Cross-verification with national ID systems or global KYC APIs.

3.2. AI-Powered Applicant Assistance

Objective Guide applicants through a seamless application experience.

- **Smart Chatbot**
    - AI-powered chatbot to assist applicants in navigating the application process, answering FAQs, and guiding business plan submissions.
    - Capable of escalating complex issues to human support.
- **Multilingual Support**
    - Ensure inclusivity by incorporating major African languages (English, Arabi, French and Portuguese).
    - Auto-detect user language preferences.
- **Writing Assistant**
    - Provide AI writing tools to help applicants clearly articulate their business ideas.
    - Grammar checks, tone suggestions, and structure improvement.

3.3. Enhanced User Engagement

Objective: Keep users active and engaged through personalization.

- **AI-Driven Recommendations**
    - Deliver personalized learning modules, events, and content based on user behavior and profile.
    - Dynamic content filtering and prioritization.
- **Gamification**
    - Introduce progress tracking, rewards, and badges for completing milestones.
    - Reward system with points, badges, and milestones.
- **Community Insights**
    - Use sentiment analysis to understand and respond to user feedback effectively.
    - Dashboard for administrators to track mood and concerns.

3.4. Fraud Detection and Prevention

Objective: Identify and mitigate fraudulent applications and activities and ensure data integrity.

- **Fraud Detection AI**
    - Train fraud detection algorithms using historical fraud patterns and behavior analytics.
    - Real-time behavioral analytics during application and platform use.
- **Verification System**
    - Integration with national ID registries and official databases.

  - Integrate biometric ID and business registration verification.
  - Cross-verification of business registration details.

- **Audit Trails**
  - Maintain detailed logs of user interactions for accountability and transparency. (edits, submissions, logins).
  - Tamper-proof activity history for accountability.

3.5. AI-Powered Entrepreneurship Programme

Objective: This initiative expands core offerings into always-accessible, adaptive modules.

Mentorship – "Entrepreneurship Bot"

- **Virtual Mentor Assistant**: An AI-powered conversational agent trained with mentorship data to simulate real-time support and business guidance.
- **24/7 Access**: Entrepreneurs can consult the bot at any time for advice, templates, or inspiration.
- **Mentor Matching**: Enhance the matching algorithm by using AI to pair entrepreneurs with suitable mentors based on profile, sector, and goals.

Adaptive Business Management Training

- **Personalized Learning Paths**: Offer AI-curated courses based on user goals, industry, and previous knowledge.
- **Smart Assessments**: Track user progress and adapt training content in real-time.
- **Certification**: Offer recognized certificates that enhance credibility and career prospects.

Business Plan Review

- **AI-Powered Analyzer**: Automatically review submitted business plans for structure, feasibility, and clarity.
- **Feedback Generator**: Provide specific, actionable recommendations.
- **Scoring System**: Rate plans using intelligent metrics to identify high-potential businesses.

4. Implementation Considerations

A successful AI transformation for TEFConnect requires strategic planning across technical, organizational, and regulatory dimensions.

4.1 Data Privacy and Security

- **Compliance with Regulations:** All AI-driven initiatives must adhere to data protection laws and best practices, ensuring that candidates' information is safeguarded throughout the verification, training, and funding processes.

- **Robust Cybersecurity Measures:** Integrating advanced encryption, regular security audits, and anomaly detection systems will further protect sensitive data.

4.2 Change Management and User Training

- **Capacity Building:** TEF staff and platform users should receive comprehensive training on new AI tools and features. This will ensure a smooth transition and high adoption rates.

- **Support Systems:** Establish support channels to address user queries and technical issues related to AI functionalities.

4.3 Continuous Monitoring and Evaluation

- **Performance Metrics:** Define clear KPIs to track the performance of AI tools, including accuracy of document verification, user engagement scores, training effectiveness, and fraud detection rates.

- **Iterative Improvement:** Adopt an agile approach to continuously refine AI systems based on user feedback and evolving program requirements.

4.4 Strategic Partnerships

- **Collaborations with AI Experts:** Engage with leading AI development firms and academic institutions to leverage cutting-edge research and ensure that the platform remains innovative and competitive.

- **Industry and Government Engagement:** Work with policy-makers, financial institutions, and technology partners to foster an ecosystem that supports sustainable entrepreneurial growth in Africa

5. Success Metrics

5.1. AI Model Performance

Metric	**Why It Matters**
Accuracy / Precision / Recall	Ensures AI recommendations (e.g., applicant scoring, content matching) are correct and fair
Bias & Fairness Scores	Confirms the AI works equitably across gender, geography, sectors
Explainability/Transparency Score	Measures how interpretable AI decisions are to end users or reviewers
Model Uptime & Reliability	Tracks system availability and fault tolerance

5.2. User Engagement & Experience

Metric	Why It Matters
User Satisfaction (CSAT/NPS)	Captures entrepreneur and stakeholder perception of the AI tools
Feature Adoption Rate	% of users who actively use AI-powered features (e.g., mentor matching, chatbot help)
Task Completion Time Reduction	Measures efficiency gained through automation (e.g., faster application or review process)
Helpdesk Queries Decline	Indicates reduced confusion or support requests thanks to AI guidance

5.3. Operational Efficiency

Metric	Why It Matters
Screening Time Reduction	Reduction in time taken to evaluate applications or match users
Staff Hours Saved	Reduction in manual effort thanks to automation
Cost per Evaluation	Helps track ROI compared to manual systems
Error Rate Reduction	Measures improvement in decision consistency and accuracy

5.4. Impact on Mission

Metric	Why It Matters
Entrepreneur Success Rate	% of AI-selected entrepreneurs who go on to launch or grow businesses
Diversity of Beneficiaries	Geographic, gender, or sector diversity of supported entrepreneurs
Mentor-Mentee Match Success	Satisfaction or effectiveness of AI-matched mentoring relationships

Resource Access Equity	Equal distribution of tools/resources across various user groups

5.5. Compliance & Ethical Governance

Metric	Why It Matters
Data Privacy Violations	Number of breaches or violations (should be zero)
Audit Trail Completeness	Ensures full transparency for reviews or disputes
Ethics Review Score	Internal/external review of ethical use of AI

5.6. Risks & Mitigation

Risk	Mitigation
AI Bias	Use diverse data sets, regular audits
Data Privacy	Comply with NDPR & GDPR, encrypt sensitive data
Tech Adoption	Run onboarding campaigns, provide support
High Costs	Roll out in phases, seek partnerships/grants

Other risks and mitigation strategies to consider include:

Digital Exclusion: Entrepreneurs from low-connectivity regions or with limited digital literacy may be disadvantaged by AI-powered platforms.

Mitigation:

- Offer **offline-friendly tools** or lightweight AI modules for low-bandwidth environments.
- Provide **training and awareness programs** for entrepreneurs on how to interact with AI tools.

- Continue offering **non-AI alternatives** (e.g., human support) for core services.

Regulatory and Ethical Concerns: Missteps in AI usage can lead to reputational damage, legal penalties, or loss of stakeholder trust.

Mitigation:

- Establish an **AI Ethics Review Board** within the leadership at TEF.
- Strengthening the internal legal framework to support AI integration and collaboration with policymakers.
- Aligning with **global responsible AI frameworks** (e.g., UNESCO, OECD AI Principles)

6. Section Conclusion

The Tony Elumelu Foundation's vision to transform African entrepreneurship is supported by initiatives such as TEFConnect. By integrating AI into every aspect of the platform—from applicant verification and personalized training to business plan enhancement and secure seed capital disbursement—TEF can not only improve operational efficiency but also enhance the overall quality of its programs.

This AI strategy will ensure that TEF stays at the forefront of technological innovation, enabling it to scale its impact, reduce fraud, and offer an enriched, tailored experience to every aspiring entrepreneur across Africa. As Africa stands on the brink of a new digital age, leveraging AI represents a key step toward achieving sustainable, inclusive growth. This strategy document serves as a blueprint for transforming TEFConnect into a dynamic, intelligent platform that embodies Tony Elumelu's commitment to empowering the next generation of African business leaders.

COSTING SEPARATION REQUIREMENT

To ensure clarity and effective evaluation, vendors **must provide separate costs** for:

1. The core software development services outlined in this RFP.
2. The implementation of the AI-Driven Growth Strategy.

Each cost segment should be clearly itemized with justification, resource allocations, and timelines for both the core development and AI components.

PROPOSAL REQUIREMENTS

Interested vendors should submit a detailed proposal including:

1. **Company Profile:** Overview of the company, experience, and relevant case studies.
2. **Technical Expertise:** Demonstrated experience with Node.js, React.js, MySQL, and Microsoft Azure.
3. **Project Approach & Methodology:** High-level execution plan, including development methodology, timeline, and resource allocation.
4. **Team Composition:** Key personnel and their roles in the project.

5. **Budget & Pricing Structure:** Estimated cost breakdown for the development phase.

6. **Support & Maintenance Plan:** Approach for ongoing maintenance and troubleshooting.

7. **References:** Past clients and testimonials from similar projects.

Proposals will be evaluated based on:

- Demonstrated experience with similar projects
- Technical approach and understanding
- Project delivery timeline and methodology
- Team expertise
- Budget realism and cost-effectiveness.

TIMELINE:

- **Proposal Submission Deadline:** 26th May 2025
- **Vendor Presentation:** 30th May 2025

SUBMISSION INSTRUCTIONS

Proposals should be submitted by **26th May 2025** to the following email addresses:

- **Email:**tender@tonyelumelufoundation.org

TEF reserves the right to accept or reject any proposal without obligation to provide reasoning for its decision.

We look forward to your submissions and the opportunity to collaborate on this exciting project.

The Tony Elumelu Foundation

www.tonyelumelufoundation.org