BOTSWANA

VISION 2036
Achieving Prosperity For All

REQUEST FOR QUOTATION V2036 RFQ 004/2021 – OUTSOURCING OF VISION 2036 COORDINATING AGENCY IT OPERATIONS AND SUPPORT SERVICES

Vision 2036 Coordinating Agency has been set up through a Presidential Directive CAB 27 (A)/ 2017 Rev.1 with the mandate of coordinating the implementation of the Vision 2036 and providing oversight and strategic direction in view of all stakeholders.

1.0   PROCURING ENTITY

> Vision 2036 Coordinating Agency
> Private Bag BR4
> Gaborone
> Botswana
>
> Telephone: 3190890

2.0   SCOPE OF WORK

This Request for Quotation (RFQ) is seeking to secure a service for IT operations and support services for Vision 2036 Coordination Agency for a period of 12 months (1) year.

2.1 Scope of Work:

- ✓ Setup a central storage facility for critical documents from users within the Vision 2036 Coordinating Agency
- ✓ Remote backup – Executing a backup plan for the critical servers, including a regularly-tested recovery process;
- ✓ Network and email system monitoring – 24/7 monitoring of network with proactive communication and escalation protocols based on the severity of any unscheduled outages to ensure network availability.
- ✓ The following defines the scope of support and maintenance work that will be undertaken during the duration of the support:
- ✓ Provide support for the Network and other systems that the Vision 2036 Coordinating Agency may have
- ✓ Respond to and resolve all calls within the agreed timelines.
- ✓ All faults shall be corrected. Fault Resolution will include:
    - a. Onsite diagnosis of problems
    - b. Onsite resolution of problems
    - c. Escalation of unresolved faults and management thereof
- ✓ Implement any approved requests for changes to the Website

- ✓ Conduct network health checks and produce monthly reports
- ✓ Warranty, break fixes and installation – Planned and on-call services, including emergency response to server issues.
- ✓ Technical support – Ability to support inquiries as required, via help desk, including support for remote users.
- ✓ Configuration – Full assembly of hardware and software, including testing and burn-in.
- ✓ PC deployment – Delivery and setup of machines on-site.
- ✓ On-site implementation of business applications – Installation of software.
- ✓ Asset inventory management – Tagging, tracking, and management of inventory.
- ✓ Life cycle management of hardware units – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
- ✓ Software licensing control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation
- ✓ Provision of Anti-virus for the organisation
- ✓ Working in close collaboration with existing clients of the Agency who provide support to ICT related assignments
- ✓ Procurement management – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts where applicable.

- ✓ Reporting and communication – Ensuring monthly reporting on all purchases, assets, current activities and issues, and project status reports.

- ✓ Technology strategy planning – develop a long-term strategic technology policy and plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfil its overall mandate

- ✓ Expected to provide input to ICT interventions for the development agenda of the Country where the Organisation is expected to provide input where necessary.

3.0   ELIGIBILITY CRITERIA

The eligibility criteria for tenderers is as follows:

3.1   Public Procurement and Asset Disposal Board (PPADB) registered with the following codes:
Code 120 Sub code 01

3.2   A copy of a Valid Tax Clearance Certificate or exemption thereof issued by BURS. Such certificate is subject to online registration verification.

3.3   CIPA registered and

3.4   Shares certificate.

3.5   Proof of site visit form

Note: Non-compliance with the Administrative Requirements will render your bid non-responsive and will result in disqualification.

5.0   EVALUATION

A. TECHNICAL EVALUATION
The table below details the criteria that will be used to do the technical evaluation.

Item #	Evaluation criteria	Description	Maximum score
1	**Understanding of the Project scope**	The proposal should explain the bidder's understanding of the objectives of the assignment and cover the major aspects of scope of services as outlined in the description of service for this service. The proposal must be direct, concise and complete.	10
2	**Approach, Methodology and work plan**	The overall comprehensives of the approach and methodology to deliver the service in accordance with client's requirements. Clear, complete and concise description of the solution to be employed to manage the technical requirements of the works that produces stated deliverables, must include but not limited to the following: - Describe your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk. - Provide details on your standard reporting capabilities. - Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback. - How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process? - Please describe your experience in successfully supporting users that may be remote and possess limited technical skills. Adequacy of the proposed project work plan in responding to service requirement. - Provide a proposed work plan specifically, with the following information: - a. Key activities - b. Timing - c. Information/resource requirements - d. Deliverables - e. Key milestones, checkpoints, and other decision points Detailed risk management plan with annotation of all potential risks and assumptions and measures to be applied in mitigating them.	25 10 10
3	Qualifications and experience of key personnel (specify the role of each personnel **in the provision of this service**)	- The bidders' key personnel must be familiar with provision of IT services and support - Identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to Vision 2036 Coordinating Agency - Specify the role and qualification of each core team member. - Provide Reference of key personnel in support of the work previously done.	20

4	Relevant experience of the bidder	Provide management with summary company profile must include but not limited to the following: - Give a brief overview of your organization's involvement in providing IT value added services in the marketplace. - Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support? - Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace. - What differentiates your organization from your competitors in the marketplace and how will this be relevant to us? - Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together. - Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support. - Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation? - Any other job relevant for this tender	20
		The bidder must provide evidence of traceable experience IT services and support with reputable parastatals and private organisations and or with similar scope and requirements of the Agency. At least three (3) references in the last five years.	5
Total			**100**

NB: THE MINIMUM QUALIFYING MARK IS: 75 POINTS TO MOVE TO FINANCIAL EVALUATION.

Before moving to the Financial Evaluation, a weighting of 0.7 will be applied on the total technical evaluation score. The formula is "Total Technical Score multiplied by 0.7".

B. FINANCIAL EVALUATION

The Financial Evaluation will weigh 30 points. ONLY bidders that have managed to get a minimum score of 70 points at the technical evaluation will be considered.

Financials:

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Clearly indicate the standard markup that you charge on the various types of technology units? E.g (Desktops, Laptops, Servers, Other hardware, Software)

3. Please indicate the charges associated with each of the following, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.

   a) Remote backup
   b) Technology strategy planning Solution design
      i. Network and email system monitoring
      ii. Procurement management
      iii. Warranty, break fixes and installation
      iv. Technical support
      v. Reporting and communication
      vi. IT policy development
      vii. Configuration
      viii. PC deployment
      ix. On-site implementation of business applications
      x. Asset inventory management
      xi. Life cycle management of hardware units
      xii. Software licensing control
      xiii. Any other work related to the scope of work

Below is the method that will be applied:

- **The bidder with the lowest price (L) will be awarded 100%**
- **Bidders with price P(.) will be awarded a financial score = (L/P) * 100%**

A weighting of 0.3 will be applied to the financial evaluation score so that the total weighted financial evaluation score is (L/P)*100%*0.3

6. OTHER REQUIREMENTS

6.1   Personnel

The selected service provider shall be responsible for providing on a continual basis for all assigned tasks, the personnel required in, and within the timeframe required as specified by, the "Scope of Work" above.

6.2   Weekly Status Report

At the conclusion of each month the service provider shall be responsible for compiling and submitting to the Agency a status report that summarizes the following:

- Meetings held: Date, purpose, attendees.

- Documents developed: Meeting minutes and other project-related artifacts – indicate draft or final version.

- Work accomplished during the week, including resources assigned and hours expended.

- Planned work efforts for the next reporting period including resources assigned and hours proposed.

- Issues identified

7.0   BIDDER SELECTION

The Agency reserves the right to select the appropriate service provider(s) based on its requirements. The decision of the Agency will be final.

The Procurement Method is: **Open Domestic Bidding**

The Bid Submission Method is: A two Envelope Submission Method.

NB: The Financial offer should be separate from Technical Bid and be included in the Cost Evaluation Stage.

The Evaluation Method is: Quality and Cost Selection Based Method

Bids shall be submitted through a two sealed envelope procedure (Four (4) Copies of the proposal documents containing one (1) original and three (3) copies) marked: **Request for Quotation V2036 EOI 004/2021 Procurement of IT Operation and Support Services for Vision 2036 Coordinating Agency on or before the 3 December,2021 at 1200 hrs at Vision 2036 Coordinating Agency, Fairscape Precinct Plot 70667, Building 2, First Floor.**

THE SITE VISIT WILL BE HELD ON THE FOLLOWING DATES - 18 and 19 November, 2021 at 0800 hrs -1530 hrs.

BIDDERS ARE REQUESTED TO REGISTER WITH AGENCY FOR THE SITE VISIT. ALL COVID-19 PROTOCOLS SHALL BE OBSERVED.

For more information or clarity, contact us at **3190890**.

Quotations submitted after this time and date will not be accepted.

8.0   BIDDER FORM OF TENDER

The Agency requests that each bidder submits a signed and stamped of the attached 'Form for Request For Quotation' (Appendix 1) that will form part of their submission; as well as a SITE VISIT FORM (Appendix II).

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FORM FOR REQUEST FOR QUOTATION

I/We the undersigned hereby undertake to provide a quotation to provide Vision 2036 Coordinating Agency with **provision of IT operations and Support** in accordance with the invitation to quote document and accept the terms and conditions expressed and implied therein.

I/we undertake to provide the service with all due care and diligence to meet the requirements of the specifications given in the invitation document at the total cost quoted in our financial proposal. Until a formal contract is prepared and executed, the request for quotation, our proposal together with the written acceptance thereof and the notification of award, shall constitute a binding contract between yourselves and us.

All prices will be Inclusive of all costs associated with the delivery of the service.

I/We confirm that our proposal is valid for 90 days after the date of tender opening.

Signed…………………………………………… (Signature)

……………………………………………….…. (Name)

This, the …………… Day of .... 2021.

Company stamp ....

APPENDIX II: SITE VISIT FORM

I/We the undersigned hereby undertake to provide a quotation to provide Vision 2036 Coordinating Agency Procurement of **IT Operations and Support** in accordance with the invitation to quote document and accept the terms and conditions expressed and implied therein.

I/we underwent a SITE VISIT at Vision 2036 Coordinating Agency on _____ at _____

Signed……………………………………………. (Signature)

……………………………………………….…… (Name)

This, the …………… Day of .... 2021.

Company stamp ....