



**BOTSWANA
EXAMINATIONS
COUNCIL**

**DIRECTORATE OF INFORMATION AND COMMUNICATIONS
TECHNOLOGY**

INVITATION TO TENDER

FOR

**THE PROVISION OF INTERNET SERVICES FOR BOTSWANA
EXAMINATIONS COUNCIL**

Reference No BEC ICT 006/13-14

Date: 3rd July 2013

PROCURING ORGANISATION	AGENT
Botswana Examinations Council, Private Bag 0070, Gaborone, Botswana	The Secretary to the Tender Committee, Private Bag 0070, Gaborone, Botswana Tel: +267 365 0700 Fax: +267 316 4413 Email: procurement@bec.co.bw

Botswana Examinations Council

**TENDER
TENDERING PROCEDURES**

**TENDER NOTICE and
INVITATION TO TENDER**

Tender No. BEC ICT 006/13-14**The Provision of Internet Services for Botswana Examinations Council**

- Tender offers are invited for the provision of Internet Services for Botswana Examinations Council (BEC).
- The Procuring Organisation is Botswana Examinations Council.
- Bidders who are domiciled in Botswana must, in order to be considered for the award of the contract, be duly registered with the Registrar of Companies and with the Botswana Unified Revenue Services for Value Added Tax (VAT).
- Bidders must, in order to be considered for the award of the contract, be duly registered with the Botswana Communications Regulatory Authority (formerly Botswana Telecommunications Authority) as an Internet Services Provider (ISP) and should submit a copy of a valid appropriate license for internet services obtained from the authority. This license can either be a Public Telecommunications Operator (PTO) License or a Value Added Network (VAN) services license.
- Bidders must, in order to be considered for the award of the contract, attend a compulsory Pre-bid meeting on the **17th July 2013 at 10:00am at BEC offices.**
- Tender documents will be available with effect from **3rd July 2013** and can be obtained from the Reception of the Botswana Examinations Council at the following addresses:

Postal Address

Botswana Examinations Council
Private Bag 0070
Gaborone.

Physical Address

Botswana Examinations Council
Plot 54864, KT Motsete Road
Gaborone.

Tel: (+267) 365 0700

Fax: (+267) 316 4413, 316 4203, 318 5011

Email: procurement@bec.co.bw

An electronic copy of the tender document can also be downloaded from the BEC website (www.bec.co.bw) from the 3rd July 2013.

Bids must be submitted using the Two Envelope system. **One (1) original and five (5) copies** of the bids must be submitted in two separate envelopes, one containing the Technical Bid, and the other containing the Financial Bid and both envelopes accordingly labelled with the tender number and title. The two envelopes should be sealed and placed in a third outer and larger envelope. This envelope should be sealed and labelled as follows:

Tender No. BEC ICT 006/13-14 – The Provision of Internet Services for Botswana Examinations Council**Sealed bids should be delivered to the following address:**

The Secretary
Tender Committee
Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone.

- A non-refundable deposit of **BWP500.00** is payable by cash in favour of the Botswana Examinations

Council is required on collection of the tender documents.

- Queries and questions relating to the issue of these documents will be accepted up to 5 working days before tender closing date. The queries or questions should be in writing and should be addressed to:

The Secretary
Tender Committee
Botswana Examinations Council
Private Bag 0070
Gaborone
Botswana.

Tel: (+267) 365 0700
Fax: (+267) 316 4413, 316 4203, 318 5011
Email: procurement@bec.co.bw

- Bids must be submitted no later than **10:00 am** (local time) on **31st July 2013**. The tenders will be opened in the presence of bidders wishing to attend. Bids submitted after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex, Email or Facsimile bids will not be accepted.
-

Botswana Examinations Council is not bound to accept the lowest or any bid, or bear any expense in the preparation thereof. The Botswana Examinations Council also reserves the right to award the tender in full or in parts.

Secretary
Tender Committee
Botswana Examinations Council

Botswana Examinations Council

**TENDER
TENDERING PROCEDURES**

TENDER DATA

Provision of Internet Services for Botswana Examinations Council

The **conditions of tender** are contained in this document.

1.1 The Procuring Organisation is the **Botswana Examinations Council**.

1.2 The tender documents issued by the Procuring Organisation comprise:

Three volume approach:

VOLUME 1: TENDERING PROCEDURES

Tender Notice & Invitation to Tender
Tender Data

VOLUME 2: RETURNABLE DOCUMENTS

List of returnable documents
Form of Offer & Acceptance
Contract Data
Pricing Data
Tender Schedules

VOLUME 3: THE CONTRACT

Part 1 Agreements & Contract Data

Forms of Securities

Part 2 Pricing Data

Pricing Instructions

Part 3 Scope of Work

1.3 All bidders are required to submit the following:

1. A copy of a valid appropriate license for internet services issued by Botswana Communications Regulatory Authority (BOCRA) i.e. either a Value Added Network services license or a Public Telecommunications Operator license.
2. A copy of a valid Tax Clearance Certificate or Exception thereof, certified by the Botswana Unified Revenue Services (BURS). Foreign companies are to submit a valid copy of the Tax Exemption Certificate issued by BURS.
3. A copy of the certificate of incorporation for local companies.
4. Copies of the share certificates for all the directors of the company.
5. Copies defining the legal status, place of registration and principal place of business for foreign companies.

All bidders are required to:

6. Conform to the two envelope system.
7. Attend a pre-bid meeting on the 17th July 2013 at 10:00am at BEC offices.

1.4 All bidders are required to provide the pricing schedule in the format provided in CONTRACT PART 2, Pricing Data. Bidders must also provide a detailed breakdown of the cost covering all components of the project as stated in CONTRACT PART 3, Scope of Work. Bidders should note that the total cost of the project should not include any variable components based on exchange rates, inflation, etc. Where

disbursements are based on actual expenditure, bidders should estimate the maximum expected costs, which will be reimbursed based on actual expenditure incurred.

Bidders must quote in Botswana Pula (BWP).

All the quoted prices must include VAT @ 12%.

The validity period for the quoted prices must be at least 180 days from the closing date of the tender.

In addition to the pricing schedules specified in CONTRACT PART 2, the bidders must provide a detailed breakdown of the major cost components but should follow the format shown in summary pricing schedules in CONTRACT PART2.

- 1.5 Parts of each tender offer communicated on paper shall be submitted as an original, plus five (5) duplicate copies. Each copy must contain the following **RESPONSE FORM**.

Bidder's Name	
Company Registration Number	
Vat Number (if applicable)	
Country of Registration	
Year of Establishment	
Physical Address	
Postal Address (if different)	
Telephone Number	
Mobile Number	
Fax Number	
Email and URL	
Contact Address in Botswana (If applicable)	
Project Title	
Tender No.	
Designated Authorised Representative for this Project	Name: Position: Qualifications: Tel: Fax: Email:
Project Referees (see CONTRACT PART 3, Scope of Work, 8.1.5)	1 2 3
Signed: Bidder's Authorised Representative	

- 1.6 The Procuring Organisation's address for delivery of tender offers and identification details to be shown on each tender offer package are:

Tender No. BEC ICT 006/13-14 – The Provision of Internet Services for Botswana Examinations Council

Tender Secretary
Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone.

- 1.7 A two-envelope procedure will be followed.

Bids should be submitted according to the Instructions to Bidders. Important points are repeated as follows:

- The financial bid will only be examined if the respondent's Technical bid meets the requirements of BEC.
- The technical bid should not include any figures relating to cost but must include a statement stipulating the validity period of the tender bid.
- The bid document must be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder. Any such corrections must be initialled by the person or persons who sign the bid.
- All copies must be signed in ink by an authorised employee, agent or representative of the bidder.
- For each bid, the bidders shall prepare the number of copies indicated in the Instructions to Bidders. The original of the Technical Bid and the Financial Bid should be marked **ORIGINAL**; all other copies should be marked **COPY**. If there are discrepancies between the original and any of the copies, the original will be assumed to be correct.
- One (1) original and five (5) copies of the technical bid shall be placed in a sealed envelope clearly marked **Technical Bid – Tender Number BEC ICT 006/13-14 – The Provision of Internet Services for Botswana Examinations Council**.
- One (1) original and five (5) copies of the financial bid shall be placed in a sealed envelope clearly marked **Financial Bid - Tender Number BEC ICT 006/13-14 – The Provision of Internet Services for Botswana Examinations Council. Do not open with the Technical Bid**.
- Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labelled **Tender Number BEC ICT 006/13-14 – The Provision of Internet Services for Botswana Examinations Council** and shall bear the submission address.
- Bids must arrive no later than **10:00 am** (local time) on the **31st July 2013**. The outer envelope will be opened immediately, and bidders may be present if they wish. Bids submitted after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex, Email or Facsimile bids will not be accepted.
- Immediately after the deadline for the submission of bids, the technical bid of all the bidders will be opened. The financial bids shall remain sealed and deposited with BEC Tender Committee until those bids meeting the technical requirements have been identified. The financial bids of those that do not meet the technical requirements will be sent back to the respondents unopened and sealed in their original envelopes.

- 1.8 The closing time for submission of tender offers is:

10.00 hrs on the 31st July 2013.

1.9 Telephonic, telegraphic, telex, email or facsimile tender offers will **not** be accepted.

1.10 The tender validity period is at least **180 days** from the closing date of the tender.

1.11 The time and location for opening of the tender offers is:

Time 10:00 am on the 31st July 2013.

Location: Botswana Examinations Council
Plot 54864
KT Motsete Road
Gaborone.

1.12 The procedure for evaluation of responsive tender offers is quality and cost based selection method.

The Evaluation Process

The Tender Evaluation Committee (TEC) will be constituted to evaluate the bids. The evaluation to be adopted will be as follows:

- 1 In Stage 1 of the evaluation process the bids will be scrutinized against the Disqualification clause given in 1.13.
- 2 The qualifying bids after Stage 1 will go through to Stage 2 of the evaluation process as described in 1.14.
- 3 In Stage 3, all bidders short-listed after Stage 2 will be invited to make a verbal and visual presentation describing their approach and capability to undertake the project. This will also be an opportunity to seek further clarification regarding the bid. Any expenses incurred by the bidders making these presentations will be borne entirely by the bidder. The presentations will be evaluated using the criteria stated in 1.15. Any clarifications sought by the bidders will also be taken into account.
- 4 The financial bids of only the short listed bidder after Stage 3 of the evaluation process will be evaluated as stated in Stage 4 of the evaluation process. (See 1.16)
- 5 The project will be provisionally awarded to the bidder with highest combined score of Stage 2, Stage 3 and Stage 4 of the evaluation process subject to successful negotiation of the contract as in 1.17.

The maximum scores allocated to Stage 2:Technical, Stage 3:Presentations and Stage 4:Financial are as follows:

Stage	Maximum Score	Percentage Representation
Stage 2	100	60%
Stage 3	100	20%
Stage 4	100	20%

- 6 The successful Bidder will sign the agreed contract document with BEC prior to commencement of the project.

Notes

- Subject to authorisation by BEC Tender Committee, further information may be requested from the bidders during evaluation. Any such request will be made in writing to the bidder's nominated representative as declared in the Form of Response. Any such correspondence will be for purposes of clarification only and will in no way be indicative of any preference towards any bidder or bid.

- All important information required for the project shall be included in the bid, so that at contract negotiation stage there are no major issues that could call for the change of award.

1.13 Disqualification at Stage 1 (Compliance Evaluation)

A bidder whose technical bid does not meet the following requirements will be disqualified during the first scrutiny at Stage1.

- Conformance to the two envelope system
- Proof of payment of BWP 500
- Submitted a copy of the appropriate license for internet services issued by BOCRA i.e. either a Public Telecommunications Operator license or a Value Added Network service license.
- Attendance to the pre-bid meeting on the 17th July 2013 at 10:00 am at BEC offices.
- Submitted a copy of a valid Tax Clearance Certificate for Botswana Registered Companies or exemption certificate thereof from BURS.
- Submitted a copy of the Certificate of Incorporation for local companies.
- Submitted copies of share certificates for all the directors of the company.
- Submitted copies defining legal status, place of registration and principal place of business for foreign companies.

1.14 Evaluation of Bids at Stage 2 (Technical Evaluation)

The qualifying bids after Stage 1 will go through to Stage 2 of the evaluation process where they will be evaluated on their technical capability and the degree to which their respective proposals meet the BEC requirements outlined under the project scope and deliverables.

For the technical evaluation the criteria shown in the following table will be used.

The cut off for progression to Stage 3 is a minimum score of 75.

CRITERIA	MARKS	SCORING MATRIX
Bidder's Past Experience On Internet Services Solutions	15	<p>13 – 15: The bidder has a lot of experience with similar projects. 9- 12: The bidder has some experience of similar projects. 7 - 8: The bidder has some experience of little similarity to this project. 5 - 6: The bidder has little experience. 1 – 4: The bidder has no experience with this type of project. 0: The bidder has not provided such information</p>
Project Team Experience	15	<p>13 - 15 : Staff have exceptional relevant qualifications and experience in similar projects 9 – 12: Staff have vast relevant qualifications and experience in similar projects 7 – 8 : Staff have relevant qualifications and experience in similar projects 5 - 6 : Staff have some qualifications and have worked in related projects 1 – 4 : Staff have no qualifications and have not worked in related projects 0: The bidder has not provided such information</p>
References	10	<p>8 – 10 : The bidder has provided lists of contact persons who offered positive, constructive and affirmative information about the bidder's performance 5 - 7 : The bidder has provided a list of selected contact persons who offered positive information about the company with only a few disapproving comments 1 - 4 : The bidder provided a list of only a few selected contact persons who offered some positive information about the company but provided information which may have a negative implication for this project 0: The bidder has not provided such information</p>
Work Plan and Programme	10	<p>8 – 10 : The bidder provides a comprehensive plan clearly showing delivery time, familiarization time and estimated handover and "final proposal document" date 5 - 7 : The bidder provides a suitable plan but it lacks some information such as delivery time, familiarization time and handover and "final proposal document" date 1 - 4 : The bidder provides a limited plan with few details and an unrealistic handover and "final proposal document" date 0: The bidder has not provided such information</p>
Format of the Response	5	<p>5 : The information provided is clearly laid out, easy to read, indexed, good presentation, conforms with ITT requirements 3 – 4 : The information provided is adequately presented but it is difficult to find information 1 – 2 : The information provided is not adequately presented and it is difficult to find information 0: The bidder has not provided such information</p>
Overall Proposed Solution	30	<p>26 – 30: The bidder has proposed a solution that meets all requirements. 21 – 25 : The bidder has proposed a solution that meets about three quarters of all the requirements 12 – 20 : The bidder has proposed a solution that meets about half of all the requirements 1 – 11 : The bidder has proposed a solution that meets less than half of the requirements 0: The bidder has not provided such information</p>
Support and Maintenance Solution	15	<p>12 – 15 : The bidder has proposed a comprehensive support and maintenance solution that clearly demonstrates their ability to provide effective support after the implementation of the proposed Internet Services solution 7 – 11 : The bidder has proposed a support and maintenance which partially does not fully demonstrate its capability to provide an effective support service after implementation of the proposed Internet Services solution 1 – 6: The bidder has proposed a support and maintenance which does not clearly demonstrate the ability to provide effective support after the implementation of the proposed Internet Services solution 0: The bidder has not provided such information</p>
MAXIMUM MARKS FOR STAGE 2:	100	

1.15 Presentation – Stage 3 (Presentation Evaluation)

In Stage 3, bidders will be invited to make a presentation describing their approach and capability to undertake the project with particular emphasis on the methodology to be employed, support model and SLAs, work plan, benefits of their solution to be employed and the training to be given. This presentation should include visuals projected into a screen. The visuals should at the bare minimum show the diagrams of the internet provision solution architecture and the pictures of the bidder's infrastructure that will be used to provide the solution. This presentation will also give BEC an opportunity to seek further clarification regarding the bid. Any expenses incurred by the bidders making these presentations will be borne entirely by the bidder. Any clarifications sought by the bidders will also be taken into account. The presentation will take place at BEC Headquarters.

The following table shows the criteria which will be used. The criteria will be rated on a weighted scale as shown in the table below. The cut off for progression to Stage 4 is a minimum score of 75.

CRITERIA	MARKS	SCORING MATRIX
Overall Proposed Solution	35	28 - 35: The bidder has proposed a solution that meets all requirements. 21 - 27 : The bidder has proposed a solution that meets about three quarters of all the requirements 12 - 20 : The bidder has proposed a solution that meets about half of all the requirements 1 - 11 : The bidder has proposed a solution that meets less than half of the requirements 0: The bidder was not able to provide such information
Support and Maintenance	25	18 - 25 : The bidder has proposed a comprehensive support and maintenance solution that clearly demonstrates their ability to provide effective support after the implementation of the proposed Internet Services solution 11 -18 : The bidder has proposed a support and maintenance which partially does not fully demonstrate its capability to provide an effective support service after implementation of the proposed Internet Services solution 1 - 10: The bidder has proposed a support and maintenance which does not clearly demonstrate the ability to provide effective support after the implementation of the proposed Internet Services solution. 0: The bidder was not able to provide such information
Training	10	8 - 10 : The bidder has provided comprehensive curriculum, sample training materials and a training plan 5 - 7 : The bidder has provided adequate information on the curriculum of the training 1 - 4 : The bidder provided only a few information on the curriculum of the training 0: The bidder was not able to provide such information
Project Team Capability	20	16 - 20 : The bidder has exceptional relevant qualifications and experience in similar projects, team more than adequate for the project 13 - 15: The bidder has vast relevant qualifications and experience in similar projects, team adequate for the project 10 - 12 : The bidder has relevant qualifications and experience in similar projects, team adequate for the project 5 - 9 : The bidder has some qualifications and have worked in related projects, team small for the project 1 - 4 : The bidder has no qualifications and have not worked in related projects, team small for the project 0: The bidder was not able to provide such information
Project Plan	10	8 - 10 : The bidder provides a comprehensive plan clearly showing delivery time, familiarization time and estimated handover and "final proposal document" date 5 - 7 : The bidder provides a suitable plan but it lacks some information such as delivery time, familiarization time and handover and "final proposal document" date 1 - 4 : The bidder provides a limited plan with few details and an unrealistic handover and "final proposal document" date 0: The bidder was not able to provide such information
MAXIMUM MARKS FOR STAGE 3:	100	

1.16 Evaluation of Financial Bids – Stage 4 (Financial Evaluation)

The financial bids of only the bidders who have scored 75 or more in Stage 3 will be invited for their financial bid opening at this stage.

The qualifying bids will be evaluated based on the following factors:

The following formula will be used to rate the quoted prices:

$$FS = 100 \times LP / P$$

Where:

FS = financial score of a given bidder

LP = lowest price

P = the price quoted by the bidder

The lowest financial bid (*LP*) will be given a financial score (*FS*) of 100 points. The financial scores (*FS*) of the other financial bids will be computed using the formula above.

1.17 **Basis of Award**

The bidder with the highest combined score i.e. (Technical Score x 0.60) + (Presentation Score x 0.20) + (Financial Score x 0.20) from stages 2, 3 and 4 would be recommended for the award to BEC Tender Committee subject to an agreed contract. If the contract negotiations fail, then the next preferred supplier will be engaged for contract negotiations and recommended for the award.

1.18 **This is an Open Tender.** (Citizen and non-citizen companies are eligible to respond to this tender)

IT projects up to a value of BWP300, 000 will be reserved for wholly owned citizen companies. For projects above BWP300,000 the following price preference would apply subject to a maximum of BWP300,000:

- 1 Wholly citizen owned companies are entitled to a 5% price preference;
- 2 Majority citizen owned companies are entitled to 3% price preference;
- 3 Minority citizen owned companies are entitled to 2% price preference over their foreign counterparts.

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TENDER RETURNABLE DOCUMENTS	LIST OF RETURNABLE DOCUMENTS
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The bidder must complete the following returnable documents:
NB Bidders can attach additional information on another paper if the real estate in the forms is not enough to give more information on their solution.

1. Returnable Documents required for tender evaluation purposes

- Certificate for authority of signatory
- Record of addenda to tender documents
- Detailed Response to all other Requirements specified in the CONTRACT PART 3
- Proposed subcontractors
- Quality plan
- Curriculum Vitae of Key Personnel
- Experience of bidder
- Management plan
- Schedule of products and services

2. Other Documents required for tender evaluation purposes

- Copy of a valid Tax Clearance Certificate for Botswana Registered Companies or exemption certificate thereof from BURS.
- Proof of payment of BWP500 for local companies and USD100 for foreign companies
- Copy of the Certificate of Incorporation for local companies.
- Copies defining legal status, place of registration and principal place of business for foreign companies.
- Copy of the Statement of Commitment regarding the deployment of Personnel in Core Functional Areas.
- Copy of a valid appropriate license for internet services issued by BTA.
- Copies of share certificates of all the directors of the company

3. Returnable Documents that will be incorporated into the contract

- Proposed subcontractors
- Quality plan
- Curricula vitae of key personnel
- Detailed Response to all other Requirements specified in the CONTRACT PART 3
- Management plan

- Schedule of products and services

4. Other returnable documents that will be incorporated into the contract

- Certificate of entitlement for preferential treatment
- Offer of Acceptance
- Contract Data provided by the contractor
- Statement of Commitment regarding the deployment of Personnel in Core Functional Areas
- Schedule of Products and Services
- Management Plan

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TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES CERTIFICATE OF AUTHORITY OF SIGNATORY
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Indicate the status of the bidder by ticking the appropriate box hereunder. The bidder must complete the certificate set out below for the relevant category.

A COMPANY	B PARTNERSHIP	C JOINT VENTURE	D SOLE PROPRIETOR

A. Certificate for company

I, _____, chairperson of the board of directors of _____, hereby confirm that by resolution of the board taken on _____ 20...., Mr/Ms _____, acting in the capacity of _____, was authorised to sign all documents in connection with this tender offer and any contract resulting from it on behalf of the company.

As witnesses:-

1. _____
Chairman

2. _____
Date

B. Certificate for partnership

We, the undersigned, being the key partners in the business trading as _____ hereby authorise Mr/Ms _____, acting in the capacity of _____, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE: This certificate is to be completed and signed by all of the partners. Attach additional pages if more space is required.

C. Certificate for Joint Venture

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms _____, an authorised signatory of the company _____, acting in the capacity of lead partner, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

This authorisation is evidenced by the attached power of attorney signed by legally authorised signatories of all the partners to the Joint Venture.

Furthermore we attach to this Schedule a copy of the joint venture agreement which incorporates a statement that all partners are liable jointly and severally for the execution of the contract and that the lead partner is authorised to incur liabilities, receive instructions and payments and be responsible for the entire execution of the contract for and on behalf of any and all the partners.

NAME OF FIRM	ADDRESS	AUTHORISING SIGNATURE, NAME & CAPACITY
<i>Lead partner</i>		

D. Certificate for sole proprietor.

I, _____, hereby confirm that I am the sole owner of the business trading as _____.

As witnesses:-

1. _____

Signature: Sole owner

2. _____

Date

Botswana Examinations Council

**TENDER
RETURNABLE DOCUMENTS**

**TENDER SCHEDULES
RECORD OF ADDENDA TO
TENDER DOCUMENTS**

We confirm that the following communications received from the Procuring Organisation before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

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Botswana Examinations Council

**TENDER
RETURNABLE DOCUMENTS**

**TENDER SCHEDULES
PROPOSED
SUBCONTRACTORS /
SUBCONSULTANTS**

We notify you that it is our intention to employ the following Sub contractors / Sub consultants for work in this contract.

If we are awarded the contract we agree that this notification does not change any contractual obligation for us to submit the names of proposed Sub contractors / Sub consultants. If there are no such requirements in the contract, then your written acceptance of this list shall be binding between us.

	Name and address of proposed Subcontractor	Nature and extent of work	Previous experience with Subcontractor
1.			
2.			
3.			
4.			
5.			

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES QUALITY PLAN
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Note to bidders: Please provide details of your quality plan here. Alternatively, you may attach a copy of your quality plan.

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TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES CURRICULUM VITAE OF KEY PERSONNEL
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Name:

Date of Birth:

Profession:

Nationality:

Current Position:

Years with the firm:

Qualification and Experience:

Education:

Professional Membership

Experience Record

Languages:

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this data correctly describes me, my qualifications and my experience.

_____ *[Signature of authorized representative of the Bidder]*

Date: _____

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TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES EXPERIENCE OF BIDDER
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The following is a statement of similar works successfully executed by myself/ourselves:

Employer, contact person and telephone number.	Description of contract	Scope of work	Date Started	Date completed

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

**TENDER
RETURNABLE DOCUMENTS**

**TENDER SCHEDULES
PRODUCTS & SERVICES**

The following are lists of products and/or licenses that will be required for the delivery of the services:

Quantity	Description

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	TENDER SCHEDULES MANAGEMENT PLAN
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Note to bidders: Please describe the management arrangements for the work in this contract. You are requested to include:

1. An organisation chart showing onsite and off-site management personnel
2. Details of the location (and functions) of offices from which the work will be managed.
3. An explanation of how you propose to allocate adequate resources for the duration of the project and subsequent maintenance periods.

Summary of items attached to this schedule:

Attach additional pages as required.

Signed

Date

Name

Position

Bidder

Botswana Examinations Council

CONTRACT

The Provision of Internet Services for Botswana Examinations Council

CONTRACT

PART 1: AGREEMENTS AND CONTRACT DATA

Form of Offer and Acceptance

Contract Data

Forms of Securities

Performance security- demand guarantee

PART 2: PRICING DATA

Pricing Instructions

Activity Schedule / Bill of Quantities

PART 3: SCOPE OF WORK

Scope of work

Botswana Examinations Council

**CONTRACT PART 1
AGREEMENTS & CONTRACT
DATA**

**FORM OF OFFER AND
ACCEPTANCE**

Offer

The Botswana Examinations Council, P/Bag 0070, Gaborone, has solicited offers to enter into a contract for:

The Provision of Internet Services for Botswana Examinations Council

The bidder, identified in the signature block below, has examined the documents listed in the Tender Data and addenda thereto as listed in the Tender Schedules, and by submitting this Offer has accepted the Conditions of Tender.

By attaching the signature of a duly authorised representative to this part of this Form of Offer and Acceptance, the bidder offers to perform all of the obligations and liabilities of the Contractor (or the Consultant or the Supplier as the case may be) under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

This Offer, of which the bidder has signed one original, may be accepted by the Procuring Organisation by signing the form of Acceptance overleaf and returning one fully executed original of this document including the Schedule of Deviations (if any) to the bidder before the end of the period of validity stated in the Tender Data, whereupon the bidder becomes the party named as the Contractor, (or the Consultant, Professional Service Provider, Service Provider or the Supplier as the case may be) in the Conditions of Contract identified in the Contract Data.

For the bidder:

Signature(s)

Name(s)

Capacity

.....
(Insert name and address of organisation)

Name & signature of witness

Date

Acceptance

By attaching the signature of a duly authorised representative to this part of this Form of Offer and Acceptance, the Procuring Organisation accepts the bidder's Offer. In consideration thereof, the Procuring Organisation shall pay the Contractor, (or the Consultant or the Supplier as the case may be) the amount due in accordance with the Conditions of Contract identified in the Contract Data. Acceptance of the bidder's Offer shall form an Agreement between the Procuring Organisation and the bidder upon the terms and conditions contained in this Agreement and in the Contract that is the subject of this Agreement.

The terms of the Contract, are contained in:

- Part 1 Agreements and Contract Data, (which includes this Form of Offer and Acceptance)
- Part 2 Pricing Data
- Part 3 Scope of Work

and drawings and documents (or parts thereof), which may be incorporated by reference into the above listed Parts.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules as well as any changes to the terms of the Offer agreed by the bidder and the Procuring Organisation during this process of Offer and Acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule, which must be signed by the duly authorised representative(s) for both parties.

The bidder shall within one week of receiving a fully executed original of this Agreement, including the Schedule of Deviations (if any), contact the Procuring Organisation's agent (whose details are given in the Contract Data) to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the Conditions of Contract identified in the Contract Data at, or just after, the date this Agreement comes into effect. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this Agreement.

Notwithstanding anything contained herein, this Agreement comes into effect on the date when the bidder receives one fully executed original of this document, including the Schedule of Deviations (if any). Unless the bidder (now Contractor, Consultant or Supplier) within five days of the date of such receipt notifies the Procuring Organisation in writing of any reason why he cannot accept the contents of this Form of Offer and Acceptance, this Agreement shall constitute a binding contract between the Parties.

For the Botswana Examinations Council

Signature(s)

Name(s)

Capacity

(Insert name and address of organisation)

Name &
signature of
witness

Date

Schedule of Deviations

Note:

1. The extent of deviations from the tender documents issued by the Procuring Organisation prior to the tender closing date is limited to those permitted in terms of the Conditions of Tender.
2. In the event of conflict between the contents of this Schedule of Deviations and any other list or record of tender stage amendments or addenda, this Schedule shall take precedence.

1 Subject _____

Details _____

2 Subject _____

Details _____

3 Subject _____

Details _____

4 Subject _____

Details _____

5 Subject _____

Details _____

6 Subject _____

Details _____

By affixing the signatures of the duly authorised representatives below, the Procuring Organisation and the bidder both agree to and accept the foregoing Schedule of Deviations as the only deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules, as well as any changes to the terms of the Offer agreed by the bidder and the Procuring Organisation during this process of Offer and Acceptance.

It is expressly agreed that no information, documentation or communication not listed in the Schedule of Deviations shall have any meaning or effect in the contract between the parties arising from this Agreement.

For the bidder:

Signature(s)

Name(s)

Capacity

.....
.....
.....
(Insert name and address of organisation)

.....
Name &
signature of
witness

Date

For the Botswana Examinations Council

Signature(s)

Name(s)

Capacity

.....
.....
.....
(Insert name and address of organisation)

.....
Name &
signature of
witness

Date

Botswana Examinations Council

**CONTRACT PART 1
AGREEMENTS & CONTRACT
DATA**

**FORMS OF SECURITIES
PERFORMANCE SECURITY –
DEMAND GUARANTEE**

Title of the Contract

The Provision of Internet Services for Botswana Examinations Council

Name and address of Beneficiary (whom the contract defines as the Employer / Supplier)

.....
.....
.....

We have been informed that _____ (hereinafter called the "Principal") is your contractor under such Contract, which requires him to obtain a performance security.

At the request of the Principal, we (*name of bank*) _____ hereby irrevocably undertake to pay you, the Beneficiary/Employer, any sum or sums not exceeding in total the amount of _____ (the "guaranteed amount", say: _____) upon receipt by us of your demand in writing and your written statement stating:

- (a) that the Principal is in breach of his obligation(s) under the Contract, and
- (b) the respect in which the Principal is in breach.

Any demand for payment must contain your minister's signature which must be authenticated by your bankers or by a notary public. The authenticated demand and statement must be received by us at this office on or before (*the date 70 days after the expected expiry of the period for notifying defects*) _____ (the "expiry date"), when this guarantee shall expire and shall be returned to us.

We have been informed that the Beneficiary may require the Principal to extend this guarantee if the Principal has not completed his obligations under the Contract by the date 28 days prior to such expiry date. We undertake to pay you such guaranteed amount upon receipt by us, within such period of 28 days, of your demand in writing and your written statement that the Principal has not completed his obligations under the Contract, for reasons attributable to the Principal, and that this guarantee has not been extended.

This guarantee shall be governed by the laws of Botswana subject to the jurisdiction of the courts of Botswana and shall be subject to the Uniform Rules for Demand Guarantees, published as number 458 by the International Chamber of Commerce, except as stated above.

Date _____

Signature(s) _____

Botswana Examinations Council

**CONTRACT PART 2
PRICING DATA****PRICING INSTRUCTIONS**

Bidders should provide costing for each of the main phases of the project as specified in the Technical Bid. The phases in the table below are intended as a **guideline**. However, the bidders pricing summary pricing schedule should conform to this format and be consistent with their Technical Bid and deliverable information should just include the quantities of materials and services to be provided. **NB only deliverables should be included in the technical bid but not financials**, Financials should be separated from the technical bids.

Example Summary pricing schedule

ONCE-OFF COSTS	
Cost Element	Total Cost (Specify Currency)
Internet Services	
Setup and installation of 4Mbps link	
Setup and installation of 2Mbps redundant link	
Setup and Installation of Wireless VPN links	
Proxy Server Software	
Installation and configuration of Proxy Server	
Sub-Total: (Internet Services once-off costs)	
Web-Hosting fees	
Website setup and configuration	
Web Statistics/Web Analytics Tool	
Sub-Total: (Web-hosting services once-off costs)	
Other fees	
Technical Training	
Bandwidth Monitoring Tool	
Documentation	
3 rd party software	
3 rd party software licenses	
Sub-Total: (Other fees Once-off costs)	
TOTAL ONCE-OFF COSTS:	
VAT at 12%:	
GRAND TOTAL (ONCE-OFF COSTS):	

MONTHLY COSTS	
Cost Element	Total Cost (Specify Currency)
Internet Services	
4 Mbps dedicated link	
2 Mbps redundant link	
Internet bandwidth (see 3.1.2 under scope of work and deliverables)	
Modem rental	
Router rental	
Client Premises Equipment (for 6 residential homes) rental	
Sub-Total (Internet Services monthly costs)	
Web-Hosting fees	
Website hosting	
Sub-Total (Web-hosting services monthly costs)	
Other fees	
Support and Maintenance	
Sub-Total (Other fees monthly costs)	
TOTAL MONTHLY COSTS	
VAT at 12%	
GRAND TOTAL(MONTHLY COSTS):	

1. All costs must include VAT, withholding Tax and all applicable taxes. The tax laws of Botswana will apply where applicable.
2. All prices must be quoted in Botswana Pula (BWP)
3. All prices should be fixed where possible. Where a variable cost is included it should be estimated as the maximum to be charged, Payments will be made based on actual cost incurred up to the amount stipulated in the pricing schedules.
4. Quoted prices are to be valid for a period of at least 180 days.
5. Payments will be made in accordance with agreed payments schedules.

Botswana Examinations Council

**CONTRACT PART 3
SCOPE OF WORK****SCOPE OF WORK:
SUPPLIES CONTRACT**

Definitions of Terms and Abbreviations

The following table shows the important acronyms, abbreviations and definitions of terms used in this document:

BEC	Botswana Examinations Council
BOCRA	Botswana Communications Regulatory Authority
BTC	Botswana Telecommunications Corporation
BNEPS	Botswana National Examinations Processing System
ISP	Internet Service Provider
DMZ	Demilitarized Zone
BWP	Botswana Pula
CIR	Committed Information Rate
CV	Curriculum Vitae
FS	Financial Score
LAN	Local Area Network
WAN	Wide Area Network
VPN	Virtual Private Network
ITT	Invitation To Tender
ICT	Information and Communications Technology
ISP	Internet Service Provider
LP	Lowest Price
QA	Quality Assurance
TEC	Tender Evaluation Committee
SMTP	Simple Mail Transfer Protocol

1 Purchaser's objectives

The purpose of this Invitation to Tender is to invite suitably qualified and experienced Internet Service Providers (ISP) registered and licensed with Botswana Communications Regulatory Authority (BOCRA) to provide dedicated Internet Services for Botswana Examinations Council Headquarters (BEC). This would include hosting the Botswana Examinations Council public website.

2 Overview of the Information Technology Infrastructure and the current status of Internet Services

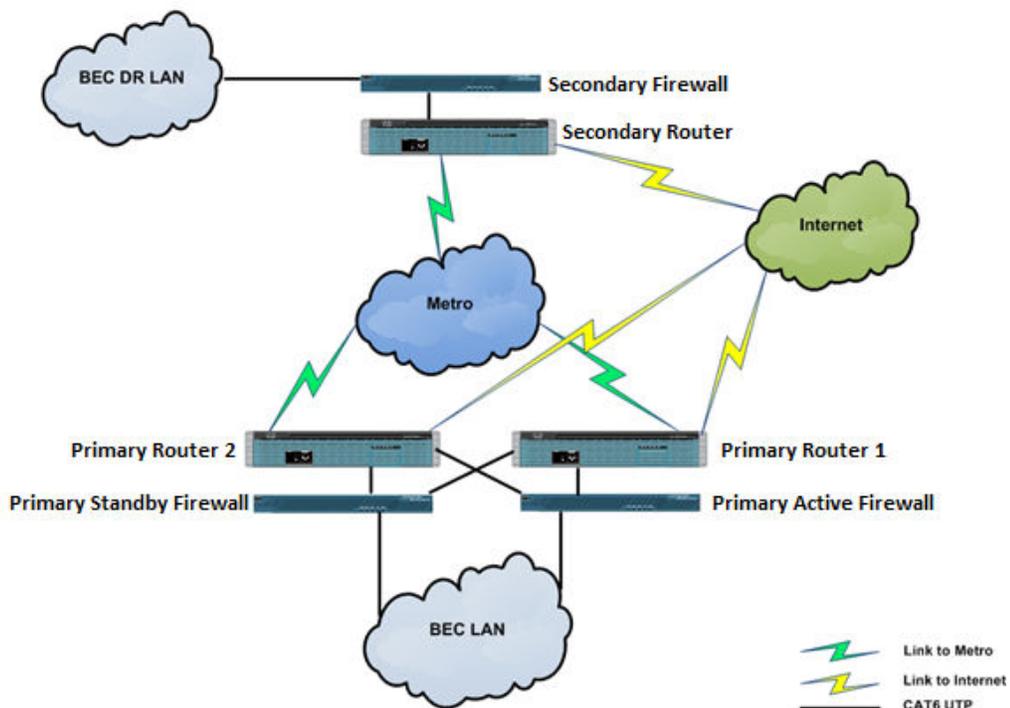
BEC has been shifting to a citizen-centric paradigm in service provisioning for its stakeholders, therefore this shift aims to significantly transform and improve the way it provides services to its stakeholders. BEC is an established autonomous parastatal organization and is taking initiatives to be able to serve its employees better and move with the changing and challenging technological needs and this lead to BEC upgrading its network infrastructure in 2011 as part of its long term vision of providing secure and robust ICT services.

BEC has about 230 internal users, with a possible growth of up to 300 by 2014, a Blade Server System with various virtual servers hosted on the Oracle VM platform connected to the BEC LAN. The LAN is based on a mixture of 48 and 24 port switches that are joined campus wide via fibre. There are ten (10) cabinets linking these switches together and all terminate in the Data Centre where there is a router which terminates in the BEC firewalls. The current Internet dedicated bandwidth provided is 2Mbps and there is a critical need for more dedicated bandwidth as BEC has grown and there has been more demand on the availability of more bandwidth. There are plans which are at a very advanced stage of having an offsite Secondary site which will host BEC mission critical applications. These applications will be replicating between Primary Site (BEC Headquarters) and the Secondary Site. The sites' local link is already available. The Secondary site will also require Internet access for Server updates and VPN connections by Network Administrators.

The BEC Website receives around 1200 visitors a week and an average of 6600 unique page views a month. BEC currently hosts its website at Virtual Business Networks (VBN) and also hosts BEC domain name – bec.co.bw and all inbound and outbound emails are routed through VBN. To protect the corporate network from external threats the organization has Firewalls. An Internet Content Filter has been put in place to provide more controls on web access policies, email and to introduce another layer of virus and spam filtering at the gateway. The bidder is expected to work efficiently with the outgoing ISP for our Network Support Engineers to reconfigure gateway devices including DMZ services so that there is little or no interruption with public accessible services e.g. BEC website, Malepa application, Staff email, etc.

BEC has a flagship application called Malepa which is one of the modules of the BEC's project of the Botswana National Examinations Processing System (BNEPS). With this system most processes of the examinations cycle such as registration, examinations processing and publishing of results will be conducted online. Thus this internet link should provide enough and dedicated bandwidth to allow users on the internet to connect to this application without timeouts and using a secure connection (https). As it is accessible to the public, this application resides in a Demilitarized Zone (DMZ). From this, BEC therefore requires that services mentioned above such as web-hosting, e-mail gateway, internet access and domain name hosting should be provided by the bidder and this should be reflected clearly in the proposal. BEC will enter into an agreement with the successful bidder for two (2) years.

A graphical view of the BEC network setup



3 Extent of the supplies

This section details out the deliverables and scope of work for the bidder. The scope of the work involves the following activities that are detailed out in this section:

3.1 Internet Services

3.1.1 The bidder should quote for at least 4Mbps uplink and downlink (symmetric) dedicated, unshared link. The 4Mbps bandwidth value quoted must be a Committed Information Rate (CIR). The bidder is also encouraged to give quotes for larger bandwidth including mode (Wimax, Microwave, Metro Ethernet, Frame Relay etc) as options.

3.1.2 BEC requires that **the internet bandwidth charged be unlimited/uncapped and quoted at a fixed monthly rate.**

3.1.3 The bidder shall provide technical expertise to coordinate the necessary gateway configuration changes for this contract. This includes but is not limited to enabling DNS, SMTP (but only to and from mail server), etc.

3.1.4 The bidder should also quote for a redundant link of at least 2 Mbps uplink and downlink (symmetric) which is necessary as BEC requires maximum uptime especially for its website and the Malepa application access. The 2 Mbps bandwidth value quoted must be a Committed Information Rate (CIR).

3.1.5 The bidder should also quote for Internet Wireless links to **10** residential areas within a 25km radius of Gaborone.

3.1.6 The bidder should quote for e-mail relay services (smart host) with the capability to scan both inbound and outbound e-mails for malware i.e. spam viruses and spyware. The smart host should have the capability for caching e-mails for at least **5 days** in case the BEC e-mail server is unavailable.

3.1.7 The bidder will supply the necessary number of public IP addresses (minimum of 10) for these services. BEC can ask for more if the need arises.

3.1.8 The installation includes the tuning and switching between the setup of the existing and new link so that there should be **very minimal disruptions.**

3.1.9 Further the bidder shall provide a bandwidth measuring tool for measuring and analyzing bandwidth usage at the BEC offices and at the **10 residential houses** installed with wireless links. This measuring tool shall be managed from a central location and should provide the results on demand. The tool should have the capability to provide daily, weekly and monthly reports detailing bandwidth usage for downloads and uploads to and from BEC, connectivity latency test results, bandwidth usage patterns and details of protocols and type of traffic going in and out of BEC. **The measuring tool should have the capability to store the usage history data** so that usage trends can be analyzed whenever needed.

3.1.10 The bidder shall provide a list of equipment/software (either proprietary or 3rd party software including licensing) to provide these internet services detailing the role of each equipment/software and is responsible for delivery, installation and configuration of the network equipment. The bidder will be required to work with the Network Engineers.

3.1.11 The bidder shall provide a written technical proposal with diagrammatic representation depicting logical, physical connectivity between BEC, the ISP and the residences. The furthest distance from BEC premises to the residences is approximately 25 kilometres.

3.1.12 Bidders shall attend a compulsory site visit to get full appreciation of the contract, which if awarded will last two (2) years and it shall permit contract extensions on satisfactory service by the bidder including service upgrades during the contract period.

3.1.13 The successful bidder shall enter into a Service Level Agreement (SLA) with BEC to ensure that the service provided to BEC is upheld to the highest standards.

3.1.14 BEC reserves the right to carry out the capability assessment of the bidders through site visits to the bidders' premises.

3.1.15 The ISP should be peering with other local ISPs to BINX (Botswana Internet Exchange) for better speed of local websites and improve reliability of all local Internet services. Please note that Malepa will be accessed locally most of the time by schools and private candidates and speed is a very important factor.

3.1.16 Any civil permission for laying cables must be the responsibility of the ISP and if it is inside BEC premises then the bidder should liaise with BEC Facilities division

3.1.17 Price quotations for the proposals shall be complete including charges for equipment, materials, labour, documentation, deliveries, tools, installation, testing, service materials and other charges required to complete the scope of work. The bidder shall provide a summary of the total costs, as well as any itemized costs for additional one time services provided at start-up of the service contract.

3.2 Web Hosting Services

3.2.1. The bidder shall provide webhosting for the organizational website at the ISP's premises. The bidder shall provide the necessary hardware to host the website and the specifications of the website platform are listed next.

3.2.2. The website runs on an Open Source Content Management System (CMS) Plone (version 4.1.6 Build 4115). Plone runs on Suse® Linux Enterprise Server 10.x and above, MySQL Server 5.x and above, Zope web server 2.13.15 and above and Python 2.6.8 and above. Therefore the bidder is required to have a scalable infrastructure which has the highest standards of availability through sound business continuity plan that provides safe storage, sufficient bandwidth redundancy, best practices backup (daily backup), fast processing of data, and subscribe to the best security arrangements both physically and electronically including proactive monitoring and active security countermeasures. Internet based content will include public information, media and information needed by the public for reference on activities that fall within the BEC mandate.

3.2.3. Secure remote access to the website for authorized BEC web administrators, webmasters and/or the website maintenance service provider/ web developers should be provided. Some web content creators/editors will also need access to do web updates online through the content management system.

3.2.4. Provision of graphical web statistics/ web analytics.

3.2.5. The website should whenever needed be made available to a full security audit by Botswana Examinations Council

3.2.6. BEC has an SLA with the web site maintenance service provider and it is the responsibility of the bidder to liaise with the maintenance service provider for the hosting of the website during the migration stage.

3.2.7. There shall be no disk quota on the server provided for the website hosting.

3.3 Domain Name Hosting Services

3.3.1. The bidder shall provide DNS domain name hosting for the Botswana Examinations Council domain. Currently the BEC domain name (bec.co.bw) is hosted by VBN and it is the responsibility of the successful bidder to liaise with VBN to ensure that no issues arise during the domain name transfer. The sub-domain hosting functionality may be required in future. The bidder will also be required to

provide DNS reverse lookups and WHOIS.

3.3.2 The domain name **bec.co.bw** belongs to Botswana Examinations Council and as such hosting the BEC domain does not give the successful bidder any rights to it. Further all intellectual property rights and complete website content to be the express and exclusive property of Botswana Examinations Council.

3.3.3 There will be an optimal amount of bandwidth allocated to the website and BEC can ask for more especially during peak times during national results publication.

3.4 Other Deliverables

3.4.1 The bidder shall provide some comprehensive documentation on the internet service provision solution. This documentation shall include operation manuals for all equipment and software supplied, a soft copy (in Microsoft Visio format and saved in a CD-ROM) and a hard copy of the diagrammatic representation of the internet service provision solution and procedures for troubleshooting and maintenance of all the components of the internet service solution.

3.4.2 The bidder shall provide technical training, complete with training material, to three (3) network administrators on the operation and maintenance of all equipment and software used in the internet service provision solution. This includes the bandwidth monitoring tool, load balancer, radio equipment etc.

3.4.3 The bidder shall provide a robust and intimate 24 hour/7 day technical “help desk” support and onsite support, and proactive monitoring of the Internet Service performance for the entire duration of the contract. This support service shall also cover the 6 residential houses installed with wireless links. This includes preparing monthly bandwidth usage reports showing inbound and outbound traffic, monthly availability of the internet service both at the main office and at residential homes, and customizing the reports according to BEC’s needs, conducting preventive maintenance such as device firmware and software upgrades/updates, changing ISP device configurations according to the needs of BEC in line with a defined change request process, troubleshooting and resolution of all faults on the equipment that BEC Network Administrators or 3rd party BEC Network Engineers cannot resolve. Thus the bidder is required to provide a document showing the resources that are going to be used to conduct this support service as well as the service levels and proposed percentage availability of the internet service solution. It would be ideal if there is also an online support system that provides “tickets” to track faults with up to date messages on the status of the fault.

BEC reserves the right to inspect the performance of the bidder prior to the commencement or in between the work progress. The inspection may cover all areas related to the contract order especially the methodology, manpower, infrastructure etc.

4 Specific requirements

4.1 Defects Liability Period

The Supplier shall guarantee all supplied items, workmanship and materials provided for a Defects Liability period of at least two years after the date of end-user acceptance.

If two years is not available, state the warranty period offered.

4.2 Design Faults

The Supplier shall guarantee all Network Design faults for the internet provision solution and any other faults for a period of two years from the date of end-user acceptance. Any faults identified during this period shall be repaired free of charge.

Design Faults shall also include improvements to overcome reliability problems in software systems. These improvements shall also be provided free of charge during this period.

If two years is not available, state the warranty period offered.

4.3 Modification/Amendment period

The Supplier shall modify free of charge any problems that occur in the workmanship for a period of two years. These amendments will be carried out within five days of receipt of the complaint or within five working days of notification of the fault.

The Supplier shall, if requested, provide both operational and technical on-site support, until the end-users' support staff have acquired the necessary skills. The Supplier shall also provide support for operational and technical problems as well as support for future enhancements.

The Supplier shall provide hardware, software and operational support. This shall include problem solving, upgrades and enhancements to their systems. Supplier shall give details on how they intend to provide this support, together with information on any emergency arrangements.

If two years is not available, state the warranty period offered.

5. Delivery

Bidders must supply a draft implementation plan showing all key deliverables. This plan should be optimised to ensure the shortest possible completion date.

6 Format and Content of Responses

Bids should be concise, to the point and address all issues raised in this Invitation to Tender document. The strength of the bidder, methodology, cost and personnel proposed will be key factors in the selection process. Bidders should not alter the formats given in the annexure when submitting the bid. The forms listed under Returnable Documents are to be supplied in addition to the following.

6.1 Bid

Bids must include the following items preferably in this order:

Response Form and supporting documents

Company Profile

Management Summary

Proposed Methodology and Solution

Proposed Project Team

Details of References

Quality Assurance

6.1.1 Company Profile

Bidders should highlight the capability of the organisation to undertake this project and list any similar assignments which have been successfully undertaken in the past.

Bidders should also provide an overview of the company structure including any subsidiary companies, holding companies and financial backers. A description of the history of the company, including growth and number of staff, should be provided. The list of directors of the company and their addresses should also be provided. Information relating to turnover and profits should also be provided for the last three financial years, preferable in the following format:

	2006-07	2007-08	2008-09
Annual turn over			
Annual net profit			
Annual tax return			

If the bid is from a consortium, joint venture, partnership or subcontracting, the information should be included for each of the companies to be involved in the project

Bidders should note that companies who have successfully implemented projects relating to ISP solutions i.e. Internet and Web hosting Services will have an added advantage.

6.1.2 Management Summary

The Management Summary should contain summaries of

- (a) approach and methodology,
- (b) the proposed solution,
- (c) technical architecture,

6.1.3 Proposed Methodology and Solution

Bidders should provide a detailed description of the proposed methodology and solution. The description should address the following aspects of the proposal:

(a) Proposed Solution

- Scope, approach and methodology
- Benefits of proposed solution
- Delivery strategy and milestones
- Acceptance testing approach
- Constraints, assumptions and dependencies

(b) Project Management

- Project structure
- Project reporting
- Project plan
- Quality management approach

(c) Deliverables

(f) Bidder's Requirements

- Supplier's requirements for the commencement of work.

6.1.4 Proposed Project Team Personnel

The bidder must provide information on the personnel who will be engaged in this project. A detailed C.V. of each consultant must contain the information as stated in 9 below and also in accordance with the format given in Returnable Documents.

6.1.5 Reference Project Details

The bidder is required to provide at least three references relating to work of a similar nature and comparable in size to this project. Each reference should include the following information as a minimum:

Project Name

Project Value (specify currency)

Length of project and whether contractual completion date was met

Name, address and other relevant particulars of the client

Name, position and contact details of the client principal contact

Nature and scope of the assignment

Personnel involved in the project and their roles.

6.1.6 Appendices

Documents which cannot be incorporated in the body of bid should be assembled and indexed and then included in the appendices of the bid. Bidders are free to provide any further information should they wish to do so.

7 Key Personnel

Bidders are required to provide detailed Curriculum Vitae of each member of the proposed project team.

Bidders should provide detailed information according to the guidelines given below using the format given in Annexure 4, and not in a format of their choice. Non-compliance in this respect may have a negative impact on the evaluation of the bid.

Bidders are required to provide the following information about each member of the proposed project teams:

- 1 Name and date of birth;
- 2 Nationality and Identification Number (Oman for Botswana citizens or Passport Number for others);
- 3 Qualifications;
- 4 Formal Educational Qualifications (Type, Institution, Month and Year, Grade/Class/Division);
- 5 Professional Qualification (Type, institution, Month and Year, Grade/Class/Division);
- 6 Details of Experience in reverse chronological order (name of the organization, period of employment, detailed description of experience, post(s) held, roles played in specified projects);
- 7 Previous assignments similar to this project;
- 8 Details of other skills and competencies.

8 Quality plans and control

Bidders are required to outline their Quality Management and Quality Assurance methodologies and how they would be implemented in relation to the project. The following areas should be covered in this section:

How the work is going to be completed to the required standard, within the project cost and on time.

How quality management is to be ensured during the project.

How contract performance guarantees are to be monitored.

What problems may occur in conducting the work, and how such problems can best be avoided.

9 Tender Schedule

<u>Tender Activities</u>
<i>Issue ITT</i>
<i>Tender Briefing Meeting (Pre Bid)</i>
<i>Tender Closing Date</i>
<i>Evaluation of Responses</i>
<i>Preferred Supplier approval by BEC Management Tender Committee</i>
<i>Contract Negotiations</i>
<i>BEC Tender Committee</i>
<i>Tender Award</i>
<i>Start Project</i>
<i>Complete Project</i>

10 Attachments

Additional Conditions of Tender