



Partnerships for a healthy Africa

**TERMS OF REFERENCE FOR IT SUPPORT AND MAINTENANCE AT
ACHAP HEAD OFFICE**

TENDER NO: ACHAP/MAC/IT/TENDERS/VOL 1/1(01)

1.0 PURPOSE

The main objective of this assignment is to provide support and maintenance to ACHAP IT infrastructure. This would help in minimizing downtimes and ensure availability of systems all the time.

BACKGROUND

The required support is mainly on specialized areas of IT such as server hardware and configurations of network switches. The support is meant to complement the current IT capacity as IT is broad and have different areas of speciality.

Current IT Environment

The ACHAP IT Infrastructure comprises of the following;

- i. Dell Power Edge M610 blade servers (5) and EMC AX4-5 SAN Storage
- ii. Domain Controller running Windows Server 2008.
- iii. A Kerio firewall
- iv. Database Server (Hosts various databases)
- v. Backup server. (It runs Veritas Backup Exec 2016). Tapes are used for offsite backups
- vi. Application Server (hosts Delta ERP system, DHIS2, Mitel phone system)
- vii. Five network printers (HP and Ricoh brands)
- viii. Four Wireless Access Points, Routers and Switches
- ix. There are currently 70 users in our domain
- x. Six desktop computers and 60 laptops

ACHAP is connecting to the Internet via fiber and the Internet Service Provider (ISP) is BBI.

2.0 SCOPE OF PROJECT

This proposal is for the provision of IT support and maintenance services to ACHAP's IT infrastructure which include the network, systems, hardware and software at ACHAP head office in Gaborone. The SLA (Service Level Agreement) will run for a period of one year. The contract could be extended if customer service is satisfactory. Two options should be provided in the proposal, that is, a monthly fixed amount option and the ad hoc option. Please elaborate on the approach for each of the two options.

Specific objectives;

ACHAP requires the contractor to provide a proposal to provide the following services;

- Conduct a biannual Preventative Maintenance on servers and networking equipment.
- Provide a detailed report with recommendations after every Preventative Maintenance.
- For all calls logged, the IT company is expected to respond within 1 hour.
- Provide a Fault Technical Attendance register to track response time, which will be used by both parties at the end of the contract for review.
- For all hardware faults where replacements and repairs are necessary, the company will have the problems rectified within 24 hours of reporting or advice ACHAP in the case where parts are not readily available or repairable.
- Resolve system and network problems, either software or hardware related problems.
- Ensure that systems are up to date and information is secure all the time.
- Be available on call for any issues that may arise after working hours or over the weekend.
- Provide a biannual report on the status of the network and computer systems.
- Carry out any other activities that will ensure the availability of the IT systems all the time.
- See attached Annexure 1 for the detailed Service Level Agreement (SLA) that would be entered into.

3.0 KEY DELIVERABLES

The IT company selected to undertake this project would be expected to deliver the following;

3.1 Up and running systems

Ensure availability of IT systems all the time

3.2 Reports

- A detailed biannual Preventative Maintenance report.
- Fault Technical Attendance register to track response time and records of all problems reported, signed by Technician and ACHAP representative.

4.0 TECHNICAL PROPOSAL

- 4.1 Based upon the scope of the assignment, the company is expected to submit along with its tender proposal, an implementation schedule, a brief proposal describing their project approach and methodology if awarded the contract. Bidders should demonstrate professional competency in their proposal submissions.
- 4.2 Bidders must be able to demonstrate their capability to produce work of the highest quality through the submission of past work and at least two references from their present clients.

The Technical Proposal should clearly and specifically cover but not necessarily be limited to;

Criterion	Percentage
Interpretation of the Terms of Reference: Demonstrations of the understanding of the work to be done, a proposed work approach and methodology	20%
Creativity: A proposed plan on how the support and maintenance will be conducted. Two options should be provided	20%
Capacity: Copies of CVs for the key staff for the proposal should be attached to the application.	30%
A detailed work plan, which must include clear timetable/ schedule of the work activities that will be performed	20%

5.0 FINANCIAL PROPOSAL

The financial proposal to be presented in a **separate envelope**, should provide a clear and detailed breakdown of all costs that would be associated with undertaking the entire project, together with the proposed payment schedule. The financial proposal should reflect pricing for two options;

- a monthly fixed amount and
- hourly rates for an ad hoc option

Only bids that have attained a rating above 70% in the technical evaluation will proceed to the financial evaluation stage.

6.0 ELIGIBILITY

Upon the opening of the tenders, the documents will be inspected to ensure that they are in agreement with the guidelines. The following checklist will be applied;

- Signed and completed cover sheet (Applicant Information & Project Information)
- Proposal - Detailed project narrative, Budget summary and a detailed budget narrative (separate program costs from management fee)
- Registration certificate/ Certificate of Incorporation
- Tax Clearance Certificate
- Detailed Company Profile
- List of Directors and Company secretary (Form 1/2)
- Organizational Chart & CVs for project staff
- Reference letters from similar projects
- Presentation of Past work

The duly certified copies of the prescribed, documents as specified above shall be included as an annex to the bid package. **Non- Compliance to the above will render the submission invalid and therefore disqualified.**

7.0 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

- 7.1 In consideration of the fees paid, the company expressly assigns to ACHAP any copyright arising from the works the company produces while executing this contract.
- 7.2 The company may not use, reproduce or otherwise disseminate or authorize others to use, reproduce or disseminate such works without prior consent from ACHAP.

8.0 REPORTING

The successful bidder will work closely with the Systems & Network Administrator.

9.0 DURATION AND QUALIFICATION

The duration of the project will be for a period of two months, from the date of accepting the offer.

10.0 CONSULTANCY ARRANGEMENTS

It is the responsibility of the appointed company to ensure that work is done diligently and to the highest possible standard.

11.0 PAYMENTS

ACHAP shall pay the consultant an agreed fee.

12.0 SCHEDULE OF PAYMENT

Payments will be done as will be agreed by the company and ACHAP.

COVER SHEET

Applicant Information

Name of applicant organization:

Type of organization:

Date of registration:

Organization registration number:

Physical address:

Contact information:

Name of contact person:

Title:

Mailing address:

Physical address:

Telephone (Office) & Mobile:

Fax:

Email/address:

13.0 COST OF PREPARING

The bid shall be prepared and submitted entirely at the expense of the tenderer/supplier.

14.0 VALIDITY OF PROPOSAL

The quotation shall remain valid for a period of 90 days from the submission date stipulated in this document.

Any incomplete tender is liable for disqualification.

15.0 TENDER CLARIFICATION

For any clarification send an email to procurement@achap.org

16.0 AWARD

The successful bidder will receive written notification and will then be asked to sign a contract agreement with ACHAP after negotiations.

ACHAP shall notify the approved bidder (if any) of such acceptance by letter of submission during which the tender will remain valid as per the provision of the tender conditions.

ACHAP does not bind itself to accept the lowest tender proposal, or any proposal, but reserves the right to accept or reject any proposal in whole or in part.

20.0 DEADLINE FOR SUBMISSION OF PROPOSAL

20.1 The closing date for the proposal submission is **18/09/2018** at 15:00hrs

20.2 Proposals (1 original and 3 copies) must be submitted in plain sealed envelopes bearing inscription: **PROVISION OF IT SUPPORT AND MAINTENANCE AT ACHAP HEAD OFFICE**

: TENDER NO: ACHAP/PRGMS/GLOBAL FUND/VOL 1/2(11)

20.3 Bidders should submit to:

The Compliance Office (305)

ACHAP Plot 64511, Block 5, Unit 1

Fairgrounds, Gaborone, Botswana

20.4 The organisation has no obligation to accept any proposal submitted after deadline and reserves the right to take any decision it deems fit.