



Partnerships for a healthy Africa

**TERMS OF REFERENCE FOR THE SUPPLY, INSTALLATION AND
CONFIGURATION OF NEW SERVERS AT ACHAP HEAD OFFICE**

TENDER NO: ACHAP/PRGMS/GLOBAL FUND/VOL 1/2(10)

1.0 PURPOSE

The main objective of the assignment is to replace servers. The servers host critical systems and data, hence the need for routine replacement.

2.0 BACKGROUND

ACHAP relies on its IT infrastructure for its operations and there is a need to upgrade it to the latest technology. Some of the equipment such as printers, one server and wireless access points has been replaced over the years. The current servers have limited the organization to have a test environment where we test new systems, updates and patches before being deployed to the production environment. Data which is being backed up is also not tested to see if it can successfully be restored in case of a disaster. Client computers and servers individually download and install Microsoft updates which negatively affect internet bandwidth in our network. New servers will enable us to setup a test environment and have a server dedicated to downloading and deploying updates to other computers. This server overhaul will further enable us to host additional applications.

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.

3.0 SCOPE OF PROJECT

ACHAP is seeking the services of a reputable ICT company to supply, install and configure two new servers and VRTX storage unit at Head Office in Gaborone. The company will setup both physical and virtual servers. They will then migrate systems and data from old servers to the new ones.

The specific objectives of this exercise are to;

- To supply, install and configure two new servers and VRTX storage unit, replacing the old and obsolete ones.
- To setup new physical servers and create required virtual machines which will replace the old servers.
- To migrate data and systems from old servers to new servers, excluding the database server which is still new.
- Minimum specifications for the servers are attached.

4.0 KEY DELIVERABLES

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

- 4.1 Supply servers as per stated specifications
- 4.2 Installation of Hardware and Software
- 4.3 Configurations (linking servers)
- 4.4 Testing of servers
- 4.5 Commission the servers
- 4.6 Submit a detailed report and Administrator's manual on all tasks undertaken and configurations done on the new servers
- 4.7 Training of IT staff on the newly installed servers
- 4.8 Maintenance and Support on warranty period

5.0 TECHNICAL PROPOSAL

- 5.1 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 tender submissions.
- 5.2 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	25%
Creativity: A proposed plan on how the new servers will be setup and data migration from old ones. Server make and model should be specified	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	25%

6.0 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.

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

7.0 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
- Audited Financial Report
- List of Directors and Company secretary (Form 1/2)
- Organizational Chart & CVs for project staff
- 3 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.**

8.0 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

- 8.1 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.
- 8.2 The company may not use, reproduce or otherwise disseminate or authorize others to use, reproduce or disseminate such works without prior consent from ACHAP.

9.0 REPORTING

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

10.0 DURATION AND QUALIFICATION

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

11.0 CONSULTANCY ARRANGEMENTS

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

12.0 PAYMENTS

ACHAP shall pay the consultant an agreed fee.

13.0 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:

14.0 COST OF PREPARING

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

15.0 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.

16.0 TENDER CLARIFICATION

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

17.0 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 **07/08/2018** at 15:00hrs

20.2 Proposals (1 original and 4 copies) must be submitted in plain sealed envelopes bearing inscription: **THE SUPPLY, INSTALLATION AND CONFIGURATION OF NEW SERVERS AT ACHAP HEAD OFFICE**

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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.