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REQUEST FOR PROPOSAL

TENDER REFERENCE

Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System – Phase 2

Eswatini Housing Board
5th Floor Sibekelo Building
Mbabane Office Park, Mhlambanyatsi Road
Mbabane

Date of Issuance: 26th April 2021

Date of Submission: 7th June 2021

RFQ: Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System – Phase 2



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TENDER NO. 1 OF 2021/2022 DEVELOPMENT AND IMPLEMENTATION OF AN ELECTRONIC DOCUMENTS AND RECORDS MANAGEMENT SYSTEM – Phase 2

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ADVERTISEMENT FOR REQUEST FOR PROPOSAL

Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System – Phase 2

Tenderers are hereby invited to submit proposals for the development and implementation of an Electronic Documents and Records Management System.

A document with terms, conditions and qualification criteria is obtainable, after the payment of **Seven Hundred and fifty Emalangeneni (E750.00)** tender fee is deposited into **EHB account number 62335193926** held with FNB Mbabane. Tender documents can be downloaded from www.sppra.co.sz and www.ehb.co.sz. Documents are to be downloaded from 26th April 2021.

Tender documents must be returned to the EHB and deposited to the designated tender box at the **5th floor Sibekelo Building No. 2**, Mbabane EHB reception on or before **1200hrs on Monday, 7th June 2021**. Tender submissions should be in a sealed envelope marked with **"Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System - Phase 2"** and addressed to **"The Secretary EHB Tender Committee, P.O. Box 798 MBABANE"**. Late, facsimile and emailed tenders will not be considered.

Bidders are required to attend a compulsory virtual pre-proposal meeting to be held on **Friday 14th May 2021 at 1000hrs**. Bidders are to send their proof of tender fee payment to procurement@ehb.co.sz in order to receive the meeting invite.

Tenderers are required to submit one (1) original and three (3) copies of the tender document. The tender must contain the following documents:

- Valid Trading license
- Valid Original tax compliance certificate
- Form J
- Colour copies of Directors' IDs
- ENPF compliance certificate (Not certificate of registration)
- Valid Labour compliance certificate
- Detailed Company profile
- Police Clearance for Company Directors
- Proof of payment for tender purchase
- At least three trade references
- Audited financial statements
- VAT registration if applicable

The Board does not bind itself to accept the lowest tender or any tender.

For further information contact the Administration Manager, Philile Lukhele at (+268) 78060112 or philile.lukhele@ehb.co.sz



Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System - Phase 2

1.0 TENDER NOTICE

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The sealed outer envelope containing two separate, sealed envelopes, one bearing the words '**Envelope A — Technical Proposal**' and the other '**Envelope B — Financial Proposal**'. All parts of the tender other than the financial proposal must be submitted in Envelope A (i.e., including the tender submission form, technical proposal, Bid form and declarations).

2.0 GENERAL TERMS & CONDITIONS

2.1 Tender Document

2.1.1 The tender document includes the documents listed below and any addendum that may be issued.

- Tender Advert
- Bid form
- Declaration of interest form
- Terms of reference
- Checklist
- Consultant experience form

2.1.2 The tenderer is expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers' risk and may result in the rejection of its tender.

2.1.3 Tenderer's Memorandum

All originals shall include five copies of the following documents:

- Valid trading license
- Valid Original tax compliance certificate
- Form J
- Colour copies of Directors IDs
- ENPF compliance certificate (Not certificate of registration)
- Valid Labour compliance certificate
- Detailed Company profile
- Police Clearance for Company Directors
- EHB copy of receipt for tender purchase
- Reference letters (3)
- Audited financial statements

2.2 Clarifications

2.2.1 All clarifications sought by prospective tenderers on the tender document must be in writing.

2.2.2 Eswatini Housing Board will respond in writing to any request for clarification on the tender documents.

2.2.3 Clarifications may be requested not later than **4th May 2021**.

2.2.4 Written copies of EHB's response (including an explanation of the query but without identifying the source of enquiry) will be sent to all prospective tenderers that have purchased the tender document.

2.3 Amendments

2.3.1 At any time prior to the deadline for submission of tenders, EHB, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the Tender Documents by amendment.

2.3.2 All prospective candidates who have purchased the tender documents will be notified of the amendment in writing, and it will be binding on them.

2.3.3 In order to allow prospective Tenderers reasonable time in which to take the amendment into account in preparing their tenders, EHB, at its discretion, may extend the deadline for the submission of Tenders.

2.3.4 Tenderers may alter or withdraw their tenders by written notification prior to the deadline indicated in the invitation to tender. No tender may be altered after the deadline for submission. Withdrawals must be unconditional and will end all participation in the tender procedure.

3.0 PREPARATION OF TENDERS

3.1 Language of Tender

3.1.1 The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and Eswatini Housing Board, shall be written in English language.

3.2 Documents to be submitted

3.2.1 The tender prepared by the tenderer shall comprise the following:

- Bid form
- Declaration of interest form
- Technical Proposal.
- A Financial Proposal.
- Consultant Experience form

3.3 Bid Form

3.3.1 The Tenderer shall complete and sign the Bid form. Failure on the part of the Tenderer to sign this tender form and thus acknowledge and accept the conditions in writing may invalidate the tender.

3.4 Persons Excluded from this Tender

Public officers and politicians shall not participate in all EHB tenders.

3.5 Terms of reference

3.5.1 Request for proposals: Tender No. 1 of 2021/2022 Development and Implementation of an Electronic Documents and Records Management System - Phase 2

3.5.2 Introduction

The Eswatini Housing Board is a parastatal under the Ministry of Housing and Urban Development. It was established under the Housing Board Act of 1988, and is mandated to promote home ownership by providing quality housing solutions to Emaswati. As a trendsetter in the property business, both in the real estate and private ownership of homes, the EHB has built affordable and sustainable human settlements in the Kingdom of Eswatini. The parastatal also manages commercial and residential estates in Matsapha and Mbabane, accommodating 1 085 families.

3.5.3 Background

The EHB currently holds a large amount of documents and records, with a substantial portion being paper-based and managed in the Registry Office through a retention schedule and a recently adopted Functional File Classification Scheme. As the business continues to grow and the working environment changes, the use of paper based records is failing to adapt. The Covid-19 pandemic which has forced employees to work remotely, has made it more apparent that the business needs to digitize its records and further integrate its business systems.

3.5.4 Strategic Alignment

EHB is currently on year four (4) of its five (5) year Strategic Plan, which is being implemented through the Balanced Score Card management tool. Under the Internal Processes perspective, the organization has adopted an Improve Business Systems strategic objective. One of its initiatives under the strategic objective is the implementation of an EDRMS. The strategic objective will assist EHB in the realization of the following outcomes;

- Automation of all EHB processes
- Full availability of systems
- Accessibility to information within 3 clicks

3.5.4 Scope and Deliverables

The overall objective of the RFP/Tender is to procure the services of a suitable service provider who will develop and implement a customized EDRMS for EHB's process workflows. Minimum qualification and experience required for a supplier to be eligible is 7 years.

3.5.4.1 The service provider shall build a records management solution that will manage EHB records throughout their life cycle.

3.5.4.2 The EDRMS must have the capability to integrate with other business systems within the organization and ensure a seamless flow of processes.

3.5.4.3 The service provider shall scan, index and store all existing EHB records as per Functional File Classification Scheme.

3.5.4.4 The service provider shall provide user training on the system as part of its implementation.

3.5.4.5 The service provider shall deploy a fully functional system that will meet EHB's records management requirements.

3.6 Financial proposal

- 3.6.1 Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal.
- 3.6.2 The financial proposal must indicate the key components of project's deliverables

Item	Costs		
	Amount VAT	Excl. VAT	Amount Including VAT
Total Costs of Financial Proposal			

Include all taxes

3.6.3 Pre -proposal meeting

Bidders are required to attend a compulsory virtual pre-proposal meeting to be held on **Friday 14th May 2021 at 1000hrs**. **Bidders are to send their proof of tender fee payment to procurement@ehb.co.sz in order to receive the meeting invite.**

4.0 VALIDITY OF TENDERS

- 4.1 Tenders shall remain valid for 90 days after the date of Tender opening prescribed by EHB.
- 4.2 In exceptional circumstances, EHB may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses there to shall be made in writing. A Tenderer granting the request will not be required nor be permitted to modify its Tender.

5.0 OPENING AND EVALUATION OF TENDERS

5.1 Opening of tenders

- 5.1.1 Tenders will be opened virtually.
- 5.1.2 The Tenderers' names, tender modifications or withdrawals and such other details as the EHB, at its discretion, may consider appropriate, will be announced at the opening.
- 5.1.3 EHB will prepare a record of the tender opening.

5.2 Clarification of Tenders

- 5.2.1 To assist in the examination, evaluation and comparison of Tenders the EHB may, at its discretion, ask the Tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 5.2.2 Any effort by the Tenderer to influence the EHB in its tender evaluation, tender comparison or contract award decisions may result in the rejection of the Tenderer's submission.

5.3 Preliminary examination

- 5.3.1 EHB will examine the tenders to determine whether they are complete i.e. whether required documents have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 5.3.2 Prior to the detailed evaluation, EHB will determine the substantial responsiveness of each tender to the tender request. For purposes of this paragraph, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. EHB's determination of a Tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 5.3.3 If a tender is not substantially responsive, it will be rejected by EHB and may not subsequently be made responsive by the Tenderer by correction of the nonconformity.

5.4 Evaluation and Comparison of Tenders

- 5.4.1 EHB will evaluate and compare the Tenders, which have been determined to be substantially responsive in terms of paragraph 6.3 above.
- 5.4.2 The comparison shall include amongst other things the price (including all taxes), for those who have obtained the minimum score of 70 marks in the technical evaluation, of the service.
- 5.4.3 EHB's evaluation of a tender will take into account the following factors:
- Understanding of the scope of work (Technical Approach and Methodology)
 - Detailed work plan and timeframes for the overall project
 - Verifiable track record of successful implementation of similar project
 - Organizational Capability to implement project
 - Qualification of project team
 - Financial capability

- 5.4.3.1 Technical Approach and Methodology. You should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- 5.4.3.2 Work Plan. You should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.
- 5.4.3.3 Organization and Staffing. You should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.
- 5.4.3.4 Verifiable track record of successful implementation of similar project. Three (3) of the references submitted must be of a similar project as this one. The EHB reserves the right to contact and/or visit any party listed as a reference.
- 5.4.3.5 Qualification of project team. The bidder has to outline their capability to deliver work of the required magnitude by providing the relevant qualifications of the project team.
- 5.4.3.6 Bidders responding to this RFP must be able to substantiate their financial stability. Audited financial statements for the last two financial years along with additional supporting documentation must be submitted with each proposal.

5.5 Technical Evaluation Criteria

5.5.1 Responsiveness at preliminary stage shall qualify candidates to technical evaluation stage.

5.5.2 Minimum score at the technical evaluation stage is **70 marks**. Candidates with a score of **70 marks** and above shall qualify to the financial stage of evaluation.

The table below contains scores for technical requirements for evaluation

S\NO	Item description		Marks Awarded
1	Understanding of the scope of work (Technical Approach and Methodology)		25
2	Detailed work plan and timeframes for the overall project		15
3	Verifiable track record of successful implementation of similar project		20
4	Technical capacity to implement project		15
5	Qualification of project team		15
6	Financial capability		10
TOTAL SCORE			100

5.5.3 The formula for determining the financial score is the following:

$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

The weights given to the Technical and Financial Proposals are:

$T = 0.7$

$P = 0.3$

5.6 Contacting Eswatini Housing Board

5.6.1 No Tenderer shall contact Eswatini Housing Board on any matter relating to its tender, from the time of the tender opening to the time the tender is awarded.

5.6.2 Any effort by a Tenderer to influence Eswatini Housing Board in its decisions on tender evaluation, tender comparison, or tender award may result in the rejection of the Tenderer's submission.

7.0 TENDER AWARD

7.1 Qualification criteria

7.1.1 EHB will sign a contract with the successful Tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the best evaluated tender, provided further that the Tenderer is deemed to be qualified to perform to the required standards.

7.2 EHB's Right to accept or Reject any or All Tenders

7.2.1 EHB reserves the right to accept or reject any tender, and to annul the Tendering process and reject all Tenders at any time prior to awarding the tender, without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the grounds for EHB's action.

7.3 Corrupt and fraudulent practices

7.3.1 EHB requires that Tenderers observe the highest standard of ethics during the procurement process and supply of goods/services. In pursuance of this policy, EHB: -

- defines, for the purpose of this provision, the terms set forth below as follows:
 - "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

- “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of EHB, and includes collusive practice among Tenderer’s (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive EHB of the benefits of free and open competition;
- Will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded any contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or executing a contract.

7.4 INTENT TO AWARD

- 7.4.1 A Notice of Intention to Award in terms of Section 45 of the Public Procurement Act 2011 shall be sent via email to evaluated bidders and also published on the ESPPRA website ten days before the contract award.

8.0 CONTRACT EXECUTION CONDITIONS

- 8.1 All invoices and statements shall be rendered directly to the accounts office EHB at 5th floor Sibekelo Building, Mbabane.
- 8.2 The payment terms shall be as agreed with the successful tenderer.
- 8.3 The currency of payment of the Contract shall be in Eswatini Lilangeni.

Yours faithfully

PROCUREMENT OFFICER



DECLARATION OF INTEREST

1. Any legal or natural person, excluding any permanent employee of EHB, may make an offer or offers in terms of this tender invitation. In view of possible allegations of favoritism, should the resulting tender, or part thereof be awarded to-
 - a) Any person employed by the EHB in the capacity of supplier, consultant or service provider, or
 - b) Any person who acts on behalf of EHB
 - c) Any person who having kinship, including blood relationship, with a person employed by, or who acts on behalf of EHB; or
 - d) Any legal person which is in any way connected to any person contemplated in paragraph (a) , (b),or (c),

It is required that:

The Tenderer or his/her authorized representative shall at submission of the tender document declare his /her positions vis-à-vis EHB and/or take an oath declaring his/her interest, where it is known that any such relationships exists between the Tenderer and a person employed by EHB in any capacity.

2. Does such a relationship exist?

YES ☐ NO ☐

If YES, state particulars of all such relationships (if necessary, please add additional pages containing the required information)

NAME
POSITION
OFFICE WHERE EMPLOYED
TELEPHONE NUMBER
RELATIONSHIP

NAME
POSITION
OFFICE WHERE EMPLOYED

TELEPHONE NUMBER
RELATIONSHIP

3. Failure on the part of the Tenderer to fill in and/or sign this certificate may be interpreted to mean an association as stipulated in paragraph 1, above, exists.
4. In the event of a contract being awarded to a Tenderer with an association as stipulated in paragraph 1, above, and it is subsequently known that false information was provided in response to the above question, EHB may, in addition to any other remedy it may have
- Recover from the supplier all costs, losses or damages incurred or sustained by EHB as a result of the award of the contract; and/or
 - Cancel the contract and claim any damages, which EHB may suffer by having to make less favorable arrangements after such cancellation.

.....
SIGNATURE OF DECLARANT

.....
TENDER NUMBER

.....
DATE

.....
POSITION OF DECLARANT

.....
NAME OF COMPANY OR TENDERER

Tender Checklist

Confirm if the following items are all in order and sign off

Item	Tick if in order
Valid Trading license	
Original Valid tax compliance certificate	
Form J	
Colour copies of Directors IDs	
ENPF compliance certificate	
Labour compliance certificate	
EHB copy of receipt for tender purchase	
Police clearance of Company Directors	
Tender form dully filled and signed	
Company Profile	
Reference letters (3)	
Declaration of interest dully filled and signed	

I/we confirm that I/we have thoroughly read the tender document and completed all sections that needed to be filled and attached all required documents. I/we also certify that the information furnished in this tender is correct.

Name: _____

Signature: _____

Date: _____



BID FORM

To: The Secretary
Eswatini Housing Board Tender Committee
P.O. Box 798
Mbabane

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [>>>>] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: [Insert a list with full name and address of Consultant or each associated Consultant]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Paragraph Reference 1.5 of the Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph Reference 2.7 of the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:.....

Name and Title of Signatory:.....

Name of Firm:.....

Address:.....

Consultant's Experience

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. The experience **must** be relevant to the Scope of Services. Use not more than 5 pages.]

Assignment name:	Approx. value of the services provided by your firm under the contract (in current Emalangeni):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Address:	Name of associated Consultants, if any:
Start date (month/year): Completion date (month/year):	
Narrative description of Project:	

Description of actual services provided by your staff within the assignment:

Was the Project delivered 'to specification, on time and to budget'? What was the Consultant's role in delivering the project 'to specification, on time and to budget'?

Firm's Name: _____

DECLARATION OF ELIGIBILITY (In Company Letterhead)

[The Tenderer must provide a signed declaration on its company letterhead in the following format. If the Tender is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of Company, Address, and Date>>>]

To: The Secretary of the Tender Committee
Eswatini Housing Board
P.O. Box 798
Mbabane

Dear Sirs,

Re: Tender No. 6 of 2020/2021 Security Services Matsapha Mobeni Estate We hereby declare that: -

- a) I/We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;
- b) I/We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- c) I/We have fulfilled our obligations to pay taxes and social security contributions;
- d) I/We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- e) I/We do not have a conflict of interest in relation to the procurement requirement.
- f) I/We do not have any of its directors or officers, have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of five years preceding the commencement of procurement proceedings;
- g) I/We are not subject to suspension in accordance with section 55, and none of its directors or officers have been involved in a tenderer or supplier currently subject to suspension.

Signed

Authorised Representative

Date

