



Gaborone International Commerce Park, Plot 39 Unit 4, Private Bag 112, Gaborone

TENDER DOCUMENT

A 3-YEAR SERVICES CONTRACT FOR THE PROVISION OF INTERNET SERVICE TO TEBELOPELE WELLNESS CENTER

Reference No: TWC/ICT/01/2024

Date: OCTOBER 2024

NAME AND ADDRESS DETAILS OF PROCURING DEPARTMENT AND ITS AGENT PREPARING THE DOCUMENTS

PROCURING DEPARTMENT	AGENT
ICT and Informatics Department TebeloPele Wellness Center Private Bag 112, Gaborone Tel: (267) 3958014	Procurement Private Bag 112, Gaborone Tel: (267) 3958014 Email : procurement@tebelopele.org.bw

Tebelopele Wellness Center	TENDER NO: TWC/ICT/002/2024 TENDER SECTION	PART 1: TENDER NOTICE AND INVITATION TO TENDER
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TENDER REF: TWC/ICT/002/2024

TENDER TITLE: A 3 YEAR SERVICES CONTRACT FOR THE PROVISION OF INTERNET SERVICE TO TEBELOPELE WELLNESS CENTER

Sealed Tender offers are invited from Local 100% citizen owned companies to provide an internet service to Tebelopele Wellness Center.

The procuring entity is Tebelopele Wellness Center ICT Department, Gaborone.

Bidding method: Open Domestic Bidding

Bidders who are to be considered for award of the contract should be appropriately licensed to trade and or supply the services tendered for, and in possession of requisite documentation to trade and or supply such services according to the laws of Botswana and must be 100% citizen owned entities.

Bidding companies should be in possession of Code 120: ICT Technical Support Services, Sub- Code 07: Internet Services

Code 203: ICT Electronics and ICT Supplies, Sub-Code 01: Electronic Equipment, spares, and accessories (includes ICT, photographic equipment, and others). The codes are to be verified online.

Documents shall be accessed from the below link: <https://tebelopele.org/bw/tender-opportunities/> with effect from **9th October 2024**. Tender documents shall be available in soft copies only.

Bidders are **NOT** required to pay fees for tender documents.

A one-Envelope procedure will be followed.

This is where the technical proposal is prepared together with the Financial Proposal. The Technical proposal section should be marked with the word, "TECHNICAL" and the financial proposal section marked with the word, "FINANCIAL" Original documents and envelope should be marked with the word "ORIGINAL" and all copies marked with the word "COPY".

The original technical proposal and original financial proposal should be placed in one envelope. Copies of the original technical and financial proposal should also be placed in another separate envelope. The two envelopes are then sealed and placed in a bigger outer envelope also sealed. The tender Number, tender title and Name of bidder should appear on the proposals and the envelopes.

Parts of the tender offer communicated on paper shall be submitted as one (1) original marked original, plus two (2) copies.

Queries relating to the issue of these documents may be addressed to procurement@tebelopele.org.bw at Tel +267 395 8014 at least five (5) days before tender closing date. Copied to leonardm@tebelopele.org.bw, thabengj@tebelopele.org.bw . No queries shall be allowed thereafter.

The tender Evaluation will follow Least Cost Selection Evaluation Procedure, or any other method authorized by the Accounting Officer.

The closing time for receipt of tender documents is **1600hrs 28th October 2024.**

Tender offers received after the closing date, telegraphic, faxed or emailed submissions will not be accepted. Late tenders will be rejected and returned unopened to bidders.

Names and addresses of bidders should be reflected on the envelopes.

The physical address for tender submission is:
Tebelopele Wellness Center (TWC) Plot 39, Unit 4, Gaborone International Commerce Park,
Gaborone Botswana.

Tender opening shall be available both online and physical. A link shall be provided 2 days after the bid closing date on the TWC website.

Tender documents not correctly packaged and labelled as indicated above will not be accepted.

The Public Procurement Regulatory Authority Standardized Conditions of Tender shall apply to this procurement, for which all the applicable Tender Data is contained in the tender documents.

Notwithstanding anything in the foregoing, Tebelopele Wellness Center is not bound to accept the lowest or any tender offer, nor incur expenses in the preparation thereof.

Thabeng J.
Chairperson, Procurement Oversight unit, Tebelopele Wellness Center.

Tebelopele Wellness Center	TENDER NO: TWC/ICT/002/2024	PART 2: TENDER DATA
	TENDER SECTION	

TENDER TITLE: A 3 YEAR SERVICES CONTRACT FOR THE PROVISION OF INTERNET SERVICE TO TEBELOPELE WELLNESS CENTER

1.1.	<p>The conditions of the tender are the Standardized Conditions of Tender for Works as published by the Public Procurement Regulatory Authority.</p> <p>The Standardized Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standardized Conditions of Tender.</p> <p>Each item of data given below is cross-referenced to the clause in the Standardized Conditions of Tender to which it mainly applies. There are many other clauses in which the data is required.</p>
1.2.	The Procuring entity is Tebelopele Wellness Center
1.3.	<p>The tender documents issued by Tebelopele Wellness Center comprise:</p> <p>PART 1: TENDER NOTICE Tender Notice & Invitation to Tender</p> <p>PART 2-TENDER DATA Tenda Data Agreements & Contract Data</p> <p>PART 3: TENDER EVALUATION Technical And Financial Proposal Guide</p> <p>PART 4:PRICING DATA Pricing Instructions Terms of reference</p> <p>PART 5-SCOPE OF WORK Scope of Work: Services contract</p>
1.4.	<p>The Procuring Entity's agent is:</p> <p>The Procurement Unit Tebelopele Wellness Center P O Box 112 Gaborone, Botswana</p>

1.5.	<p>ELIGIBILITY</p> <p>The eligibility criteria for tenderers are:</p> <p>100% Citizen owned entities Proof of purchase of tender document</p> <p>Stage 1: Compliance</p> <p>Submission of one (1) original and two (2) copies of all documentation submitted for bidding (compliance is checked during opening)</p> <ul style="list-style-type: none"> • Fully Completed Certificate of Authority of Signatory. • Fully Completed and Signed Form of Offer and Acceptance. • Submission of a copy of a valid Tax Clearance Certificate. The certificate will be verified online. • Fully completed list of Directors and Shareholder’s information. • Submission of a copy of PPRA Registration, • Code 120 ICT Technical Support Services, Sub-Code 07: Internet Services • Code 203: ICT Electronics and ICT Supplies, Sub-Code 01: Electronic Equipment, spares, and accessories (includes ICT, photographic equipment, and others). <p>to be verified online.</p> <p>Completed Declaration Form for Tender Purposes</p> <p>Bidders who fail to submit the above documents will be requested during the evaluation to submit them within 2-5 days of notification.</p> <p>Bidders will be notified through a telephone call, SMS, or email as an alert. The alert will be followed by fax or letter. Non responsiveness by the bidder shall result in disqualification of bid.</p> <p>NB: All Bidders shall submit the Fully Completed and Signed <u>Form of Offer and Acceptance (T2.2GA)</u> in the first instance without fail. Otherwise, the bid shall be disqualified.</p>
1.6.	<p>Parts of each tender offer communicated on paper shall be submitted as one (1) original, plus two (2) copies. All documents must comply to a two-envelope system.</p>
1.7.	<p>The Procuring Entity’s address for delivery of tender offers and identification details to be shown on each tender offer package are:</p> <p>Sealed envelopes marked: A 3YEAR SERVICES CONTRACT FOR THE PROVISION OF INTERNET SERVICE AT TEBELOPELE WELLNESS CENTER</p> <p>Location of tender box is:</p>

	Tebelopele Wellness Center (TWC) Plot 39, Unit 4, Gaborone International Commerce Park (GICP).
1.8.	<p>Identification details: “A 3YEAR SERVICES CONTRACT FOR THE PROVISION OF INTERNET SERVICE AT TEBELOPELE WELLNESS CENTER”</p> <p>Tenders will be opened in the presence of bidders wishing to attend.</p>
1.9.	<p>The closing time for submission of tender offers is 1600 hours on 28th October 2024.</p> <p>The physical address for tender submission is: Tebelopele Wellness Center (TWC) Plot 39, Unit 4, GICP, Gaborone Botswana.</p>
1.10.	<p>Telephonic, telegraphic, facsimile or emailed tender offers will not be accepted.</p> <p>Any bid submitted after the closing time shall be declared late, rejected and returned unopened to the bidder.</p>
1.11.	<p>The tender validity period is four months (120 days) after tender closing date. A bid valid for a shorter period shall be rejected by the Procuring Department as non-responsive.</p> <p>Prior to expiration of the validity period, the procuring department may request bidders to consider extending the validity period stated in the tender data, in writing, for an agreed additional period.</p>
1.12.	<p>The time and location for opening of the tender offers is 1000hrs on 30th October 2024.</p> <p>Opening shall also be available through Microsoft teams. A link shall be provided.</p> <p>Location: Tebelopele Wellness Center (TWC) Plot 39, Unit 4, GICP, Gaborone Botswana.</p>
2.1.	<p>FORMAT OF RESPONSE</p> <p>All bidders shall prepare their tender submissions in the manner and format described below.</p> <p>The first document should be a cover letter stating the following: delivery terms, expiry/warranty, price validity, currency used, postal address, physical address and telephone numbers. Any other related information should be provided.</p> <p>The completed document should be submitted in one (1) Original (Marked original) and two (2) copies to the Tebelopele Wellness Center (TWC) Plot 39, Unit 4, GICP , Gaborone, Botswana</p> <p>All bids must be securely bound. The procuring entity will not be held liable for</p>

	misplaced pages due to insecure binding of bids.
3.1.	<p>EVALUATION PROCESS</p> <p><i>Refer to Part 3: Tender Evaluation</i></p>
4.1.	<p>STAGE 2: TECHNICAL EVALUATION</p> <p>A technical evaluation of the bidders will be carried out to determine the technical compliance with the specifications or the scope of supplies in the bid document, and any bidder who does not comply with the specifications will be disqualified. Only bids that have passed in stage 1 shall undergo technical evaluation.</p> <p>This tender shall be awarded in full. If more than one bidder has quoted identical lowest price the tender will be split equally to tenderers that quoted the lowest identical price or an appropriate determination shall be made</p>
5.1.	<p>TENDER ACCEPTANCE</p> <p>Notwithstanding anything contained in any of these tender documents, Tebelopele Wellness Center is not bound to accept the lowest or any tender nor incur any expenses in the preparation thereof.</p>
6.1.	<p>CONTRACT</p> <p>After notification of award, the procuring department will issue formal contract documents to the successful bidder for execution.</p> <p>The successful bidder must within five (5) working days of receipt of the draft contract, comment or make suggestions for amendments, sign and return the documents to the procuring entity.</p> <p>Bidders are required to indicate information in their bids which they consider confidential and whose disclosure shall be prejudicial to their interest. Failure to identify the information referred to will render such information subject to declassification after two years following the award of tender. NOTE: This is not a disqualifying factor and shall not be used for evaluation.</p>

Tebelopele Wellness Center	TENDER NO: TWC/ICT/002/2024 TECHNICAL AND FINANCIAL PROPOSAL GUIDE	PART 3: TENDER EVALUATION
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EVALUATION SHEET FOR THE PROVISION OF DEDICATED INTERNET AND MPLS SERVICES, FOR THE PERIOD OF 36 MONTHS PROPOSAL: TENDER NO: TWC/ICT/01/2024

Tenderer _____ Evaluator: _____ Date: _____

No.	Criterion	Weight (W)	Marks (M)	Score (S)
1.0. TECHNICAL COMPETENCE				
1.1. Professional Competency				
1.1.1.	Executive Summary	1		
1.1.2.	Background of the firm and profile of the organization	3		
1.1.3.	Firms understanding of the organization's business needs	6		
1.1.4.	Ability to advice TWC on Technical needs	4		
1.1.5.	Expertise on SDWAN, MPLS & Dedicated Internet Services	6		
1.1.6.	Quality Assurance	6		
1.1.7.	Firms international and local reputation	2		
	TOTAL	28		
2.0. SOLUTION				
2.1. Understanding of Technical Requirements				
2.1.1.	Dedicated Internet Bandwidth to all Branches	10		
2.1.2.	SDWAN or MPLS - Network Interconnection of all Branches	10		
2.1.3.	Quality of Service (QoS) to support ALL Business-critical application	10		
2.1.4.	Link Stability and Access to state of the Links	10		
2.1.5.	Mail Relaying Configuration	10		
2.1.6.	WAN & LAN Configuration, Local Domain Configuration, DNS configuration	10		
2.1.7.	WAN Monitoring, Optimization and Reporting tool.	10		
2.1.8.	Bandwidth Management	10		
2.1.9.	Web Hosting Services	10		
2.1.10.	Technical Support & Expertise	6		
2.1.11.	Configuration of the Point-to-Point Communication	10		
2.1.12.	Configuration of the Firewall	10		
	TOTAL	106		

3.0. SUBMISSION REQUIREMENTS			
3.1. Compliance to the Submissions			
3.1.1. Team Capability (Key Personnel and Qualifications)	5		
3.1.2. Minimum of 3 Major project or client written references on letter heads.	10		
3.1.3. Proposed Solution Overview (Diagram)	10		
3.1.4. Costing Option 1 (MPLS and SDWAN) - 2 Quotations	5		
3.1.5. Costing Option 2 (MPLS and SDWAN) - 2 Quotations	5		
3.1.6. Project Migration and Implementation Plan	10		
3.1.7. IPS's ability to remotely view service on all points of service.	5		
3.1.8. Service Guarantee Notes (Internet Connection Stability, Reliability, Response time etc.)	6		
3.1.9. Draft of the Service Level Agreement	5		
TOTAL	61		
4.0. FIRMS EXPERIENCE			
4.1. Project size expertise			
4.1.1. Experience with Projects and Clients of similar nature to TWC	2		
4.1.2. Experience with SDWAN, MPLS and Dedicated internet services	10		
4.1.3. Experience in WAN & LAN Configuration, Local Domain Configuration, DNS configuration	5		
4.1.4. Experience in Firewall and security configurations	8		
TOTAL	25		
5.0. PROJECT PLAN or MIGRATION PLAN			
5.1. Implementation			
5.1.1. Planning	5		
5.1.2. Migration and Implementation	5		
5.1.3. Testing	5		
5.1.4. SLA Signing and Handover	5		
5.1.5. Downtime Duration and How it is addressed	5		
5.1.6. Support - Involvement of the organization	5		
5.1.7. Duration, clearly defined timelines and activities	5		
TOTAL	40		
6.0. COSTS			
6.1. Reasonable costing VS Organization's Budget			
6.1.1. Costing Option 1			
6.1.1.1. 5Mbps at Branches	5		
6.1.1.2. 10Mbps at Head Office	5		
6.1.1.3. 60Mpbs Dedicated Internet	5		
6.1.1.4. 60Mbps MPLS/SDWAN @ Gaborone Branch (The HUB)	5		

6.1.2. Costing Option 2			
6.1.2.1. 8Mbps at Branches	5		
6.1.2.2. 10Mbps at Head Office	5		
6.1.2.3. 60Mbps Dedicated Internet	5		
6.1.2.4. 70Mbps MPLS/SDWAN @ Gaborone Branch (The HUB)	5		
TOTAL	40		
GRAND TOTAL	300		

Each Criterion will be marked out of ten (10) in column (M) as follows:

Excellent (10-9), Good (9-7), Average (7-5), Below Average (5-4), Poor (4-3), Very Poor >3

The criterion percentage score in the (S) column is obtained by the formula $S=W*M/10$

Tebelopele Wellness Center	TENDER NO: TWC/ICT/002/2024 PRICING INSTRUCTIONS	PART 4: PRICING DATA
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PRICE

The unit price and installation costs shall be quoted to Tebelopele, Private bag 112, Plot 39, Unit 4, GICP.

CURRENCY

Bidders are required to express the price of their services in Botswana Pula only.

VALUE ADDED TAX (VAT)

All prices shall be exclusive of VAT except on the grand total. Proof of VAT registration shall be submitted by the VAT registered Bidder. VAT exclusion on the Grand Total by VAT registered Bidder shall render the bid non-compliant and not fit for consideration for award.

PRICE VARIATION

In the event the insurer incurs increased costs in the execution of the contract by reason of any or all the following, a price increase may be considered.

An increase by reason of any statute enactment or regulation having the force of law and applicable to the traders concerned and binding on or effecting the contract and which could not have been foreseen at the date of tender.

In the event of the contractor incurring increased costs in the execution of the contract by reason of any or all the following, a price increase may be considered.

Prices may be increased by the consumer price index after 24 months of the contract as will be approved by Tebelopele Wellness Center.

Bidders shall provide a Total Supply Cost breakdown, including all expenses. Cost must include VAT (Value Added Tax), withholding tax where applicable. Sufficient breakdown should be given to allow evaluation of all key components.

NB: Failure to comply to any of the following Pricing instructions shall render the bid non-compliant and therefore a disqualification



Gaborone International Commerce Park, Plot 39 Unit 4, Private Bag 112, Gaborone

Tebeloapele Wellness Center	TENDER NO: TWC/ICT/002/2024 SCOPE OF WORK	PART 5: SCOPE OF WORK SERVICE CONTRACT
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**A 3-YEAR SERVICE CONTRACT FOR THE PROVISION OF INTERNET SERVICE TO
TEBELOPELE WELLNESS CENTER.**

SCOPE OF SERVICES

BACKGROUND

Tebeloapele is a non-profit health and wellness organization dedicated to improving the lives of communities across Botswana for over 19 years. Tebeloapele facilities are situated in 18 locations serving residents in rural, urban and towns. In August 2018, Tebeloapele expanded its service offerings from voluntary counselling and testing to integrated HIV-SRH services which includes HIV and STI screening and treatment, TB screening, family planning, PrEP and PEP in 2 of its 18 locations, Gaborone and Molepolole. The newly established Tebeloapele Wellness Clinics were extended to the northern part of Botswana, Maun and Francistown in 2019. A total of 7 Tebeloapele Wellness Clinics have been established.

ORGANIZATION STRATEGIC OBJECTIVE

The purpose of this tender is to solicit responses from suitability qualified, appropriately licensed and experienced companies to be appointed to provided internet service for a three-year period for Tebeloapele Wellness Center. The intent of this tender is to give necessary details and guidance to the bidder for submissions of proposals according to the scope of work mentioned herein.

OBJECTIVE

The objective of the internet service provision is to provide a reliable, secure and dedicated internet service for the organization for a duration of three (3) years. The internet breakout will be located at Gaborone center, and all TWC's branches will breakout centrally at one location.

TECHNICAL SPECIFICATIONS

TWC is looking for a systematic approach in addressing the required improvements as listed in the objectives above. The proposed solution in response to TWC's specific situation

should be guided by best practice, industry trends and key architecture principles.

KEY REQUIREMENTS FOR CONNECTIVITY

Dedicated internet service of link 60 Mbps, the provided bandwidth will be distributed from TWC Gaborone Center to all the interlinked branches in a SDWAN or VPN or MPLS based set-up.

A web-based network monitoring tool MUST be provided with a user-friendly GUI with capabilities of bandwidth allocation, network monitoring to the node and remote LAN access (VPN) sessions. Should have the ability to report any faults giving exact.

location and identification of the faulty equipment as well as sending notification to the network admin. The internet edge device should be integrated with TWC network monitoring solution to keep track of utilization of the device interfaces utilization.

There should be service guarantees in terms of availability and reliability through well designed and protected circuits on the edge network. The Service provider should also have well established fault handling procedures allowing for very minimal downtimes to TWC.

Internet traffic will be secure (i.e., encrypted by the network using internationally approved encryption techniques and standards), and will be suitable for carrying classified financial information. All the continuously available services shall be scheduled to be available 365 days a year and 24 hours a day, apart from maintenance times which may be scheduled oremergency in nature.

A separate draft of Service level Agreement (SLA) should be provided to ensure guarantee of the services.

Five (5) dedicated Public IP address (/32) for various IT outward facing services such as remote access VPN, Firewall, web systems servers. - This list is not exhaustive.

SOLUTION IMPLEMENTATION ROADMAP

The bidder needs to supply a converged internet service with a view of delivering on future services (technology refresh) that will reduce costs, increase security and promote high availability.

GOVERNANCE DELIVERABLES

- Detailed Project Plan including milestones and project phases
- Risk Management Plan that will address risks associated with scope, quality, schedule and cost.
- Clear and proven Project Management methodology (e.g. Agile, PRINCE 2).
- Project Execution Plans detailing the execution and monitoring of the project
- Project Acquisition Plan describing the acquisition of materials, goods and enabling system services supplied.

- Project Quality Plan that describes the quality criteria of the project deliverables.
- Project Requirements and Change Control Plan
- Project Communications and Change Management Plan
- Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager and Project manager's certification.
- A Service Transition Plan to ensure that there are no disruptions during the changeover phase between service providers if applicable covering a maximum period of eight (4) weeks.
- Change control processes and roll-back plans.
- Service continuity obligation to provide support for the smooth transition to new network.

TECHNICAL DELIVERABLES

A secure internet service which connects the TWC sites and the Head Office to the world, and the world to TWC, with a highly resilient, highly available and reliable connection.

Bidders are required to set up a secure WAN network localized at TWC Gaborone Center.

A 60Mbps internet breakout at TWC Gaborone Center shall be maintained and this link will be primarily used by TWC Head Office staff and services.

SECURITY

All routers/firewalls including the Internet breakout router/firewall should have the ability to be remotely managed and export data to the TWC management tools.

Connectivity devices operating systems must be patched regularly to the latest versions as per software releases. Router/firewall information and configurations must be made available for audit purposes and TWC or any third party appointed to audit TWC's network security.

TWC will supply the successful bidder with a set of rules for the initial configuration of the firewall and router, and further change requests will be logged via the successful bidder's Service Desk. Bidders must be able to promptly submit proof of security vetting of their key personnel who will be working on the network infrastructure supplied by the bidder when requested and ensure that such clearance is maintained.

Bidders must also maintain a sufficient number of technically certified and security cleared personnel to supply the necessary internet service.

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