



**BOTSWANA
EXAMINATIONS
COUNCIL**

**DIRECTORATE OF INFORMATION AND COMMUNICATIONS
TECHNOLOGY**

INVITATION TO TENDER

FOR THE

**PROVISION OF CONSULTANCY SERVICES FOR THE IMPLEMENTATION
OF AN ISO 27001 COMPLIANT INFORMATION SECURITY MANAGEMENT
SYSTEM TO BOTSWANA EXAMINATIONS COUNCIL**

Reference No BEC ICT 024/15-16

Date: 9th May 2016

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: +267 393, 3872; 316 4413 Email: procurement@bec.co.bw

Botswana Examinations
Council

**TENDER
TENDERING PROCEDURES**

**TENDER NOTICE and
INVITATION TO TENDER**

Provision of Consultancy Services for the Implementation of an ISO 27001 Compliant Information Security Management System to Botswana Examinations Council

- Tender offers are invited from for the Provision of Consultancy Services for the implementation of an ISO27001 Compliant Information Security Management System to Botswana Examinations Council.
- The Procuring Organisation is Botswana Examinations Council.
- This is tender is an international tender and therefore companies in Botswana and those outside Botswana are eligible to tender.
- For Botswana companies, bidders, must in order to be considered for the award, be registered with Botswana Unified Revenue Services (BURS) and be in possession of a valid Tax Clearance Certificate or an exemption thereof, be registered with PPADB under Code 124 (ICT Security Management) Sub Code 03(Security Performance Monitoring, Security Audit) or Code 319 (ICT Consultancy) Sub Code 03 (ICT security Management) or Sub Code 04 (ICT Risk Management).

For international companies, bidders must in order to be considered for the award of the contract, be registered with Botswana Unified Revenue Services (BURS) and be in possession of a valid Tax Exemption Certificate for Tax Withholding purposes and be in possession of a document indicating that they are authorised to trade in this area (this document should be in English or be accompanied by a translation document). BURS may be contacted on the following:

**PLOT 53976; KUDUMATSE ROAD
PRIVATE BAG 0013; GABORONE, BOTSWANA
TEL: 363 8000 FAX: 363 9999
WEBSITE: www.burs.org.bw**

Tender documents can also be accessed on the BEC website: www.bec.co.bw for information purposes only.

NB: All companies, whether within Botswana or outside, are required to make their own arrangements for payment and collection of the tender documents.

- Tender documents will be available with effect from **Monday 9th May 2016** and can be obtained from the Procurement Office at the Botswana Examinations Council at the following addresses:

Postal Address

Botswana Examinations Council
Private Bag 0070
Gaborone.

Tel: (+267) 365 0700 Attn. T. Chifani
Fax: (+267) 393 3872, 316 4413, 316 4203, 318 5011
Email: procurement@bec.co.bw

Physical Address

Botswana Examinations Council
Plot 54864, KT Motsete Road
Gaborone.

- Bids must be submitted using the Two Envelope system. **One (1) original and four (4) copies** of the bids plus a soft copy in Re-writable DVD 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 024/15-16 –Provision of Consultancy Services for the Implementation of ISO27001 Compliant Information Security Management System to 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

The tender response must be made in **English**.

NB. Non-compliance to the separation of the **technical** and **financial** bids and any appearance of financial figures in the technical shall be subject to outright disqualification. The same treatment will be given to bidder's responses that do not have the required number of envelopes for the technical and financial bids.

The tender document may be viewed from the BEC website www.bec.co.bw. Bidders are advised that this document is for viewing purposes only. Bid responses will only be accepted from bidders who bought and collected the document from BEC.

Responses that do not have the required number of envelopes will be disqualified. Re-writable DVDs should be separate for the technical and financial proposal. The DVD for the technical proposal should be included in the technical proposal envelope while the DVD for the financial proposal should be included in the financial proposal envelope.

Bidders who are awarded the tender should by no means pass it to other parties to undertake the project.

-
- A non-refundable and non-transferable 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 10 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 or 365 0866 Attn: T. Chifani
Fax: (+267) 316 4413, 316 4203, 318 5011
Email: procurement@bec.co.bw

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- Bids must be submitted no later than **10:00 am** (local time) on **Friday 24th June 2016**. 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 Consultancy Services for the Implementation of an ISO27001 Compliant Information Security Management System to 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:

1.3.1 Botswana Companies

- Valid copy of a Tax Clearance Certificate – certified true copy of the original by Botswana Unified Revenue Services;
- Public Procurement and Asset Disposal Board (PPADB) Registration Certificate on Code 124 (ICT Security Management services) Sub Code 03 (Security Performance monitoring, security audit) or Code 319 (ICT Consultancy) Sub Code 03 (ICT Security Management) or Sub Code 04 (ICT Risk Management), certified true copy by PPADB;

- Certified copies of Share Certificates (Companies publicly listed at the Stock Exchange may submit certificates of their controlling shareholders only);
- Completed form of Declaration by Directors and Shareholders;
- Forms from the Companies and Intellectual Property Authority (CIPA) showing the company's directors;
- 1 original, 4 copies and 2 DVDs;
- Proof of payment of the tender fee of BWP500.00

1.3.2 International Companies

- Valid copy of an Tax Exemption Certificate – certified true copy of original by Botswana Unified Revenue Services;
- Valid copy of Appropriate License or document indicating that they are authorised to trade in this area (this document should be in English or be accompanied by a translation document certified true copy of the original. (e.g. A license or certificate from a recognized body to deliver ISO27001 information security training and consultancy services);
- Completed Form of Declaration by Directors and Shareholders;
- Certified copies of Share Certificates – companies publicly listed at the Stock Exchange may submit certificates of their controlling shareholders only (this document should be in English or be accompanied by a translation document);
- Form from the Registrar of Companies from the country of origin showing the company's Directors (this document must be in English or be accompanied by a translation document); certified true copies of the original;
- 1 original, 4 copies and 2 DVDs;
- Proof of payment of the tender fee of BWP500.00

N.B. The tender response must be in English

- 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.

Botswana companies should quote in Botswana Pula while international companies must quote in the Currency of the country of their origin or any other convertible currency.

All the quoted prices must include VAT @ 12% for Botswana VAT registered companies and Withholding Tax at the prevailing rates for international companies.

N.B. International companies are advised to liaise with Botswana Unified Revenue Services for purposes of registering for Tax Exemption Certificate on the following contact details:

Botswana Unified Revenue Services

Plot 53976 Kudumatse Road

Gaborone , Botswana

Tel: (+267) 363 8000 Fax: (+267) 363 9999

Website: www.burs.org.bw

The validity period for the tender 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 four (4) duplicate copies and 2 re-writable DVDs, one containing the technical proposal and the other one containing the financial proposal. Each copy must contain the following **RESPONSE FORM**.

<i>Bidder's Name</i>	
<i>Company Registration Number</i>	
<i>Vat Number (if applicable)</i>	
<i>Country of Registration</i>	
<i>Year of Establishment</i>	
<i>Physical Address</i>	
<i>Postal Address (if different)</i>	
<i>Telephone Number</i>	
<i>Mobile Number</i>	
<i>Fax Number</i>	
<i>Email and URL</i>	
<i>Contact Address in Botswana (If applicable)</i>	

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 024/15-16 – Provision of Consultancy Services For the Implementation of an ISO27001 Compliant Information Security Management System to 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 a person who signs the bid. Typed bids will also be accepted.

- 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 Tender Notice. 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 four (4) copies and a re-writable DVD of each of the technical bid shall be placed in a sealed envelope clearly marked **Technical Bid – Tender Number BEC ICT 024/15-16 – Provision of Consultancy Services for the Implementation of ISO27001 Compliant Information Security Management System to Products to Botswana Examinations Council**.
- One (1) original and four (4) copies and a re-writable DVD of each of the financial bid shall be placed in a sealed envelope clearly marked **Financial Bid - Tender Number BEC ICT 024/15-16 – Provision of Consultancy Services for the Implementation of ISO27001 Compliant Information Security Management System to Products to Botswana Examinations Council - Do not open with the Technical Bid**.

NB: Re-writable DVDs should be separate for the technical and financial proposal. The DVD for the technical proposal should be included in the technical proposal envelope while the DVD for the financial proposal should be included in the financial proposal envelope.

- Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labelled **Tender Number BEC ICT 024/15-16 – Provision of Consultancy Services for the Implementation of ISO27001 Compliant Information Security Management System to Products to Botswana Examinations Council** and shall bear the submission address.
- Bids must arrive no later than **10:00 am** (local time) on the **Friday 24th June 2016**. The outer envelope and technical proposal shall 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 Friday 24th June 2016.

This tender is open to both Botswana registered companies and International companies.

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 **Friday 24th June 2016**.
Location: Botswana Examinations Council

Plot 54864, KT Motsete Road, Gaborone.

The successful bidder shall deliver the service to Botswana Examinations Council premises.

- 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 The financial bids of only the short listed bidders after Stage 2 of the evaluation process will be evaluated as stated in Stage 3 of the evaluation process. (See 1.15)
- 4 The project will be provisionally awarded to the bidder with highest combined score of Stage 2 and Stage 3 of the evaluation process subject to successful negotiation of the contract as in 1.16.

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

Stage	Maximum Score	Percentage Representation
Stage 2	100	80%
Stage 3	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 any one of the following requirements shall be disqualified during the first scrutiny at Stage 1.

1.13.1 Botswana Companies

- Valid copy of a Tax Clearance Certificate – certified true copy of the original by Botswana Unified Revenue Services;
- Public Procurement and Asset Disposal Board (PPADB) Registration Certificate on Code 124 (ICT Security Management services) Sub Code 03 (Security Performance monitoring, security audit) or Code 319 (ICT Consultancy) Sub Code 03 (ICT Security Management) or Sub Code 04 (ICT Risk Management), certified true copy by PPADB;
- Completed form of Declaration by Directors and Shareholders;
- Certified copies of Share Certificates (Companies publicly listed at the Stock Exchange may submit certificates of their controlling shareholders only).
- Forms from the Companies and Intellectual Property Authority (CIPA) showing the company's Directors.

1.13.2 International Companies

- Valid copy of an Tax Exemption Certificate – certified true copy of original by Botswana Unified Revenue Services
- Valid copy of Appropriate License or document indicating that they are authorised to trade in this area (this document should be in English or be accompanied by a translation document certified true copy of the original. (e.g. A license or certificate from a recognized body to deliver ISO27001 information security training and consultancy services)
- Completed Form of Declaration by Directors and Shareholders
- Certified copies of Share Certificates – companies publicly listed at the Stock Exchange may submit certificates of their controlling shareholders only (this document should be in English or be accompanied by a translation document).
- Form from the Registrar of Companies from the country of origin showing the company's Directors (this document must be in English or be accompanied by a translation document); certified true copies of the original.

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. This evaluation shall be based on the technical bid response. 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 67.5 points out of 90 (75%)** and only bidders who score **67.5** or more will have their financial proposals opened and evaluated. Botswana Examinations Council reserves the right to terminate any further evaluation of the tender at this stage.

Technical Evaluation Matrix			
No	Criteria	Description	Marks

1	Capability of the company	<ul style="list-style-type: none"> Is the bidder certified by a recognized body, e.g., BSI to deliver ISO27001 information security training and consultancy services? [10] Does the bidder have at least two (2) sites where they have implemented ISO27001 compliant ISMS and have thus attained some experience in that field? Reference letters from the companies should be attached [15] 	25
2	Capability and experience of the proposed Project Team	<ul style="list-style-type: none"> Has the bidder proposed at least five (5) qualified team members for this project? For the team to be qualified they need to have at least a bachelor's degrees in information technology courses. [5] Have at least five of the proposed team members undergone training in ISO27001 courses? [5] Do the five (5) team members have experience of at least 2 years of developing and implementing an ISO27001 compliant ISMS? [10] Does bidder have at least two (2) certified ISO27001 auditors? [2] Does bidder have at least two (2) of its staff certified in ISO27001 Lead Implementer course? [3] 	25
3	Solution and Methodology	<ul style="list-style-type: none"> How well does the proposal fit to the requirements? [20] Methodology to be applied by the project team to ensure quality and timely delivery of requirements [10] 	30
4	Proposed Project Plan	<ul style="list-style-type: none"> Proposed Project Plan / Schedule [10] 	10
Maximum Marks for Stage 2:			90

1.15 Evaluation of Financial Bids – Stage 3 (Financial Evaluation)

The financial bids of only the bidders who have scored 67.5 or more in Stage 2 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.

1.16 **Basis of Award**

The bidder with the highest combined score i.e. (Technical Score x 0.80) + (Financial Score x 0.20) from stages 2 and 3 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.

1.17 **This tender is an Open International Tender.** Botswana registered citizen and non-citizen as well as international companies are eligible to respond to this tender.

BEC is not bound to award the tender to the lowest or any other bidder.

Botswana Examinations Council

TENDER RETURNABLE DOCUMENTS	LIST OF RETURNABLE DOCUMENTS
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The bidder must complete the following returnable documents:

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 the Statement of Commitment regarding the deployment of Personnel in Core Functional Areas.

3. Returnable Documents that will be incorporated into the contract

- Proposed subcontractors
- Quality plan
- Curriculum 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
- Statement of Commitment regarding the deployment of Personnel in Core Functional Areas
- Schedule of Products and Services
- Management Plan

Botswana Examinations Council

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
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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

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.

Botswana Examinations Council

TENDER
RETURNABLE DOCUMENTS

TENDER SCHEDULES
CURRICULUM VITAE OF KEY
PERSONNEL

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: _____

Botswana Examinations Council

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

<p>TENDER RETURNABLE DOCUMENTS</p>	<p>TENDER SCHEDULES CONTRACT PART 3 COMPLIANCE</p>
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Tender Ref	Compliant Y/N	Comment

Attach additional pages as 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
_____	_____
<i>Bidder</i>	

Botswana Examinations Council

CONTRACT

Provision of Consultancy Services For The Implementation of an ISO27001 Compliant Information Security Management System to 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
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Offer

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

**Provision of Consultancy Services for the Implementation of an ISO27001
Compliant Information Security Management System to 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

.....

Republic of Botswana	TENDER RETURNABLE DOCUMENT	DECLARATION BY DIRECTORS AND SHAREHOLDERS
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DECLARATION ON BEHALF OF OWNERS, PARTNERS/ SHAREHOLDERS AND /OR DIRECTORS

I, _____ (full name), in my capacity as a director/shareholder/partner/owner (tick as applicable)

hereby declare that on my behalf, and on behalf of the owners, partners and /or directors

of:

..... (name of company)

of :

.....

..... (Postal/physical address)

that, in connection with the enclosed tender,

1. All information contained herein is true and not misleading, and it is to the best of my knowledge factual and binding on the company and/or its representatives.
2. I state that the resolution executed by the Board of Directors of in pursuance of this tender, was executed following a declaration by all Directors present or by proxy confirming that they have not, through other registered companies, participated in the same tender and/or bid for the same items/products.
3. I,....., in my capacity as aforesaid, declare and confirm that we have in fact not participated in the same tender and/or bid for the same items/products, through any other registered company or other entity.
4. I hereby provide a current list of Directors and Shareholders for the company and attach certified copies authenticated and certified by the Company Registration Authority or Chamber of Commerce or the equivalent thereof from the country of origin.

	DIRECTORS NAME	NATIONALITY	SHAREHOLDERS NAME	NO. OF SHARES/PERCENTAGE OF SHAREHOLDING	NATIONALITY
1					
2					
3					
4					
5					
6					
7					

If more space is required attach additional sheet. Note: Public listed companies should state which stock exchange the company is listed under.

5. We further acknowledge that should any of the directors, partners, and shareholders be found to be associated in a similar or other manner in another company/entity, participating in this tender and/or bid for the same items/products, this shall disqualify this company, and whichever company the said director/partner/shareholder is consequently involved in.
6. We further acknowledge that should the company or any of its affiliates or subsidiaries be found to have participated in the same tender and/or bid for the same items/products, the said company and its affiliates or subsidiaries shall be disqualified.
7. The Company, through its agents, employees or directors has not illegally communicated with any member of the procuring department or the Public Procurement and Asset Disposal Board, except as may be permitted in the relevant "instructions to tenderers" or by law.
8. The Company, through its agents, employees or directors has not paid or offered to pay any consideration, favour or promise to any member of the procuring department or any person employed by or associated with Public Procurement and Asset Disposal Board.
9. We declare that this tender is submitted in our own right and we have not colluded in any way with any other potential tenderer in the production and submission of this tender other than in the establishment of a joint venture or sub-contractor arrangement as fully and correctly declared in the tender.
10. We acknowledge that if after the award of this tender any of these declarations are found to be false then any contract(s) between ourselves and the procuring department and/or PPADB shall be terminated forthwith and we may be barred from future tendering for government services and liable to possible prosecution.

SIGNED: NAME:

DATED:.....

.....
Company Stamp

THIS SIGNED AND SWORN TO BEFORE ME COMMISSIONER OF OATHS AT
_____ ON THIS _____ DAY OF _____ 20____, AT ____AM / PM,
THE DEPONENT HAVING ACKNOWLEDGED THAT HE KNOWS AND UNDERSTANDS THE CONTENTS
OF THIS DECLARATION AND THAT IT IS BINDING ON HIS CONSCIENCE.

COMMISSIONER OF OATHS

CAPACITY:

Botswana Examinations Council

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

NB. THE PRICES SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL ONLY AND SHOULD NOT APPEAR ANYWHERE IN THE TECHNICAL PROPOSAL

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. NB only deliverables should be included in the technical bid but not financials, Financials should be separated from the technical bids.

Summary pricing schedule

Project Delivery Costs

Project Phase	Deliverables	Estimated Duration (in days)	Daily Rate	Cost
Phase1	ISO 27001 Pre-Implementation Audit			
Phase2	ISO 27001 Information Security Management System Implementation			
Phase 3	ISO 27001 Pre-Certification Audit			
SUB-TOTAL:				
VALUE ADDED TAX or WITHHOLDING TAX:				
TOTAL:				

Travel, Accommodation and Meal Costs

Item Description	Unit Cost	Quantity	Amount
Travel (Flight and/or Local Transportation)			
Hotel Accommodation			
Meals			
VAT:			
TOTAL:			

N.B: Travel, Hotel Accommodation and Meal Costs are only applicable for international companies and local companies from outside Gaborone

Costs Summary

Item Description	Amount
Travel, Accommodation and Meals Cost	
Project Delivery Cost	
GRAND TOTAL COST:	

1. All costs must include VAT, withholding Tax and all applicable taxes. The tax laws of Botswana will apply.
2. 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.
3. Quoted prices are to be valid for a period of at least 180 days.
4. Payments will be made in accordance with agreed payments schedules.

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
BSI	British Standards Institution
DR	Disaster Recovery
BTC	Botswana Telecommunications Corporation
ISP	Internet Service Provider
BWP	Botswana Pula
CV	Curriculum Vitae
FS	Financial Score
LAN	Local Area Network
WAN	Wide Area Network
VPN	Virtual Private Network
GDN	Government Data Network
DIT	Department of Information Technology
MTC	Ministry of Transport and Communications
ISO	International Standards Organization
ITT	Invitation To Tender
ICT	Information and Communications Technology
ISMS	Information Security Management System
ISP	Internet Service Provider
LP	Lowest Price
QA	Quality Assurance
TEC	Tender Evaluation Committee
ORACLE VM	Oracle Virtual Machine (Guest Machine)
ORACLE VS	Oracle Virtual Server (Host Machine)
SSL	Secure Sockets Layer

1 Purchaser's objectives

The purpose of this Invitation to Tender (ITT) is to invite companies specializing in the implementation of ISO27001 Standard Compliant Information Security Management Systems to submit proposals to offer Botswana Examinations Council (BEC) consultancy services for the implementation of an Information Security Management System (ISMS) based on the ISO27001 standard. The consultant will also be expected to assist BEC to attain certification on the standard.

2 Overview of the Botswana Examinations Council

BEC was established through an Act of Parliament No. 11 of 2002 as a semi-autonomous body, governed by a Council with its primary mandate being to execute the examinations of the national curriculum for the Ministry of Education and Skills Development. BEC's key business activity is the development, administration, accreditation and certification of school examinations in the primary and secondary education sub-sectors.

Staff

BEC has a staff contingent of about 230 the majority of which use information technology products and services to perform their day to day duties and responsibilities. To offer the services effectively the staff are members of six (6) directorates and the Office of the Executive Secretary as follows:

- Directorate of Examinations Administration and Certification (EAC)
- Directorate of Product Development and Standards (PDS)
- Directorate of Research and Policy Development (RPD)
- Directorate of Corporate Services (CS)
- Directorate of Information and Communications Technology (ICT)
- Directorate of Human Resources (HR)
- Office of the Executive Secretary

Stakeholders and Partners

BEC's major stakeholders are the schools (primary schools, junior secondary schools and senior secondary schools) and the major partner is the Ministry of Education and Skills Development. Students from these schools sit for examinations administered by BEC. School heads and teachers from these schools work as principal examiners and examiners respectively during the conduct of examinations, and classrooms from these schools serve as examinations centers during the conduct of examinations.

ICT Infrastructure

BEC's ICT infrastructure consists of physical servers and virtual machines which host the applications used by BEC staff to disseminate services. There are applications used for Human Resources and Payroll, Finance and Accounting, Resource Center Management and project management. There is also a flagship web-based application for processing examinations. This application was custom developed and is used for running examinations processing activities such as registration of candidates, grading and release of results. All the BEC registered examinations centers are given access to the application so that they can conduct activities such as registration of candidates and uploading of course work marks online. All the servers are hosted in a state of the art data center and connection from the servers to the workstations is achieved using a network capable of running at 1Gbps.

Internet Connectivity

BEC has contracted one of the local internet service providers for the provision of internet services. The ISP provides BEC with internet bandwidth of 16Mbps and also hosts BEC's website.

Information Security Practices

To protect its information technology assets from potential intruders, BEC has implemented a number of information security measures. A defense-in-depth approach to information security has been adopted. At the perimeter of the BEC network there is a firewall which also scans incoming and outgoing web traffic for viruses and other malware. Technologies such as a web application firewall, a mail firewall have been implemented to protect the web based applications and e-mail from potential intruders. For web traffic from the examinations processing application, the Secure Sockets Layer (SSL) protocol has been implemented by encrypting the traffic using an SSL certificate. To guard against viruses and other malware, an anti-virus and anti-malware application has been deployed network wide. To protect data on laptops, disk encryption is being implemented in all the laptops. In terms of policies, the BEC information security policies are components of the ICT policies; there isn't a single document called the BEC Information Security Policy.

Disaster Recovery

BEC currently has secondary server rack for disaster recovery. The rack is almost a replica of the production server rack (most equipment in production server rack are found in the secondary server rack as well) and data is replicated at storage level from the production rack to the secondary rack. Even though this rack is still hosted within the BEC offices, plans are underway to move it to a distant offsite location.

ISO 27001:2013 Competence Building

In November 2015 a good number of BEC staff were trained by the BSI Training Academy on various ISO 27001:2013 courses to give them skills or awareness needed for the implementation of an ISO 27001 Compliant Information Security Management System.

Thirteen (13) staff members including four (4) who will be in the project implementation team were trained on the **ISO 27001:2013 Information Security Management Systems Implementation Course**.

Twenty One (21) staff members who form the core of BEC management were trained in the **ISO27001:2013 Introduction Course**.

Two (2) staff members who are also part of the BEC management team were trained on the **ISO27001:2013 Lead Auditor course**.

These trainings give BEC the confidence that its staff members have a certain level of competence needed in the implementation of the ISO27001 Compliant Information Security Management System.

3 Scope of Work

The scope of the work involves the activities outlined and defined in this section:

Objectives

The bidder is expected to fulfill the following objectives:

- To conduct the ISO27001 pre-implementation audit.
This pre-implementation audit is a gap analysis that the successful bidder shall conduct to assess if BEC has all the necessary documentation and processes required to comply with the ISO27001 standard.

- To develop an Information Security Management System based on the ISO27001
In this phase of the project, BEC expects the bidder to assist in developing a project plan for the development and implementation of an ISO27001 compliant ISMS as well as to assist in the development of all the necessary documentation and processes as identified by the gap analysis report. It is expected that these documents (policies, processes and procedures) shall be aligned with the BEC risk management strategy. It is also BEC's expectation that policies and processes should address the following issues at a minimum:
 - corporate governance policies related to BEC information systems;
 - development of protection strategies to secure transmission and storage of data in various electronic and physical forms;
 - development of protection strategies for the confidentiality, availability, integrity and non-repudiation of user data.
- To assist BEC to implement the developed ISMS
- To conduct the ISO27001 pre-certification audit

Scope of the Information Security Management System

- The proposed scope of the BEC ISMS applies to the management of live examination papers and marking schemes from production stage to archive stage. It covers the management of information and business activities that support the development; printing; storage; transportation and invigilation of examination papers in accordance with the ISMS Statement of Applicability, latest revision.
- The scope includes staff and assets that support this function based at the BEC Head Office.
- The scope also includes the following BEC partners that support this function:
 - Examination centers (spread throughout the country).
 - Secure printing facilities.
 - Outsourced personnel, e.g. setters
 - Courier companies.
 - Accreditation body (Cambridge International Examinations (CIE))
- The third party Examination Centers are covered by virtue of them hosting live examination papers in accordance with BEC's examination handling guidelines; therefore the scope will be limited to any aspect relating to the live examination papers such as its storage before exam time and 24 hours after exam time; and the physical layout of the rooms in which the exams will be written.
- Courier Companies are included to such an extent that BEC uses them to transport live examination papers between the BEC head office; the accreditation body; secure printing facilities and the examination centers.

Expected Deliverables

The bidder is expected to deliver the following items:

- Project plan

- Pre-implementation gap analysis report
- Information Security Management System scope document
- An ISO-27001 compliant Information Security Management System consisting of:
 - the ISMS Framework
 - Information Security Policy
 - Risk Assessment methodology (should align to BECs' risk management methodology)
 - Risk assessment report
 - Risk Treatment Plan.
 - Internal audit procedure (should align to BEC's internal audit procedures)
 - Procedure for control of documents (should align to BEC's procedures for control of documents)
 - Security Awareness Training Programme and Information Security Metrics Programme.
- Pre-Certification audit report

BEC's Expectations

BEC has the following expectations after the implementation of the ISMS

- That a Gap analysis with respect to current information management and security practices will be carried out
- That key policies to support security of examination information (e.g. external items to examinations) will be developed
- That the BEC will have an Information Risk Management Plan
- That there will be protection against security risks
- That there will be no unauthorized access to information and data (e.g. examination data)
- That there will be no corruption of data (data integrity)
- The leakage of confidential information/ data shall be minimized
- ICT Security shall be strengthened and the number of examinations related information security breaches or incidents shall keep on being reduced.
- That there will be reduced security issues related to leakage of confidential information/ data.
- That BEC will achieve ISO 27000 Certification
- That customer and stakeholder confidence in BEC will be increased

Expected Timelines

Bidders will be expected to complete the project within 12 months commencing from the date the contract is signed by the bidder that would have been awarded the tender i.e. from the pre-implementation audit to the ISO27001 Certification stage

BEC envisages that the proposal shall explicitly state the implementation phases that will be followed during execution process of implementing the Information Security Management System as well as the timelines required to complete each phase.

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 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:

	2012-13	2013-14	2014-15
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 DR server hosting facilities 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

(d) 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 Referees

Prospective suppliers are required to provide at least two (2) names of referees relating to work of similar nature and comparable in size to the proposed project.

6.1.7 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.

6.1.8 Quality of Response

Bids must be arranged in a logical order and should observe the following:

- The bid document must be page numbered clearly;
- The bid document should have a table of contents;
- The diagrams and tables should be labelled and referenced clearly in the bid document;
- The bid document must be well presented.

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 (Omang 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 Closing Date</i>
<i>Evaluation of Responses</i>
<i>Preferred Supplier approval by BEC Tender Committee</i>

<i>Contract Negotiations</i>
<i>Tender Award</i>
<i>Start Project</i>
<i>Complete Project</i>

10 Additional Conditions of Tender

10.1 Subcontracting

Subcontracting is not allowed for this tender.

10.2 Amendments and Additions

BEC reserves the right to amend this document up to ten working days before the closing date, but undertakes to notify, within reason, every interested Bidder thereof. Such notifications will be sent by fax or email to the registered bidders. The bidders should provide their correct contact details while downloading the tender documents from website or while collecting it from BEC.

10.3 Audience and Working Language

The intended audience for this document are IT/IS organisations with the capability and expertise to provide BEC with the specified services. The working language of Botswana Examinations Council is English and all documents and correspondence must be in English.

10.4 Liability for Errors

BEC has taken every effort to ensure an accurate representation of the information in this tender and the related documents. However, the information is not guaranteed or warranted to be accurate nor is it necessarily comprehensive or exhaustive.

10.5 Confirmation of Confidentiality

By participating in this invitation to tender, bidders must agree to treat all documentation and information provided by BEC with necessary confidentiality. Bidders must undertake not to divulge any such information to third parties or external organisations unless the third party is subcontracted to provide services with specific regard to this ITT or subsequent contract. Bidder should not use this information for purposes other than for this project without the express permission of BEC.

Similarly, BEC undertakes to treat any information submitted by bidders with due confidentiality.

10.6 Contract Condition and Rules

Contract negotiations with the preferred bidder will be held in Botswana. The aim of these meetings will be to agree on all aspects of the project and sign a contract. The costs of contract negotiations incurred by the bidder will not be borne by BEC.

The contract negotiations will include a discussion of the technical and financial proposal, the proposed methodology, staffing and any suggestions made by the bidder to improve the terms of reference. BEC and the successful bidder will then work out the final terms of reference, deliverables and other project logistics.

It is envisaged that a Memorandum of Agreement will govern the contract between BEC and the successful bidder, and controlled against a combination of Project Deliverables, Project Reports, Work Authorisations and Service Level Agreements for the various services that will be rendered. The successful bidder will then be required to produce a Project Initiation Document (PID) that will incorporate the agreed detailed project plan and detailed deliverables.

In the event that a contract cannot be successfully negotiated within a period of thirty working days, BEC, at its sole discretion, may terminate the negotiations with the first preferred bidder and enter into contract negotiations with the next preferred bidder or any other bidder or terminate the awarding process.

All contracts, including financial management of the project, shall conform to the rules, regulations and standards of the Botswana Government. The laws of the Botswana Examinations Council shall apply.

10.7 Project Review and Control

Overall responsibility for the project will reside with a BEC Project Manager.

10.8 Payment Schedule

Payments will be made after each deliverable has been formally accepted by BEC. A detailed payment plan will be agreed during contract negotiations.

10.9 Code of conduct

The Consultant shall:

- a) exercise all reasonable skill, care and diligence in the discharge of its duties under this Agreement, and shall carry out all the responsibilities in accordance with both Government and international professional standards;
- b) provide all expert advice and skills normally required for the class of Services under this Agreement;
- c) in all professional matters, act as a faithful advisor to the Client and, in so far as any of its duties are discretionary, act fairly as between the Client and third parties;
- d) ensure that its staff, employees and attached specialists abide by the laws and customs of the Republic of Botswana at all times;
- e) be required to replace any of its Personnel, if the Client feels the Personnel concerned are not carrying out their duties in a manner which is in the best interests of the Client. The Client shall give due reasons to the Consultant for such action, provided that the Personnel concerned were originally approved by the Client. No additional remuneration shall be made for replacing such Personnel;
- f) ensure that neither the Consultant, its Personnel nor the agents of either shall engage, either directly or indirectly, during the term of this Agreement, in any business or professional activities in the Republic of Botswana which would conflict with the activities assigned to it under this Agreement;

- g) The Consultant shall not be prevented or restricted by virtue of its relationship with the Client, from providing services to other clients subject to the terms and conditions of this Agreement.

10.10 Days of Work, Working Hours

The Consultant shall, for the duration of this Agreement schedule meetings, consultations and presentations during normal BEC working days unless the Parties agree otherwise. BEC normal working days are Monday to Friday from 0745hrs – 1300hrs and 1400hrs – 1630hrs Central African Time (CAT).

.....**END OF DOCUMENT**.....