



**BOTSWANA  
EXAMINATIONS  
COUNCIL**

Tender No

007/12-13

Invitation to Tender for

**The Development of a Statement of User Requirements for a  
Comprehensive Document Management System**

**Issue Date: 12 February 2013**

**Closing Date: 27 March 2013**

***Bidders are advised to read this tender document carefully.***

**Physical Address**

Botswana Examinations Council,  
Plot 54864,  
KT Motsete Road,  
Gaborone.

**The Secretary**

Botswana Examinations Council  
P/B 0070  
Gaborone  
Tel: (+267) 365 0700  
Fax: (+267) 318 5011  
Email: [procurement@bec.co.bw](mailto:procurement@bec.co.bw).

## TENDER NOTICE

### **Tender No. BEC ICT 007/12-13. The Development of a Statement of User Requirements for a Comprehensive Document Management System**

Bids are invited from suitably qualified professional organizations and renowned individuals to provide the services specified herein; Tender No. **BEC ICT 007/12-13**.

The issue date for this tender is **12 February 2013**

The closing date is **27 March 2013 at 10:00hrs (Local Time)**

The Tender is a **two (2) envelope system** where the technical and financial bids are enclosed separately. The bids must be structured in the format specified in this tender document.

**Five ( 5) copies** of the bid, that is **(1 original and 4 copies)** of the proposal sealed and clearly marked **Tender No. BEC ICT 007/12-13 - THE DEVELOPMENT OF A STATEMENT OF USER REQUIREMENTS FOR A COMPREHENSIVE DOCUMENT MANAGEMENT SYSTEM** are to be delivered at the address below:

**The Secretary**  
Tender Committee  
Botswana Examinations Council  
Plot 54864  
KT Motsete Road  
Private Bag 0070  
Gaborone  
Botswana.

The Bids should be delivered to the Botswana Examinations Council Reception at the above address.

The invitation to tender will be posted at [www.bec.co.bw](http://www.bec.co.bw) for downloading. Hard copies will be available at Procurement office at BEC, Plot no: 58464 along the Western By-pass with effect from **12 February 2013**. A **non-refundable payment of BWP500.00** must be made to BEC. Bidders who do not pay will not be considered. Although the tender is freely downloaded from the Internet payment must still be made before the closing date and time of the tender. Bidders should retain the receipt issued as proof of purchase, and should attach a copy of the receipt in their response/bid.

Bids must not arrive later than **10:00 am (local time) on 27 March 2013**. The tenders will be opened in the presence of bidders wishing to attend **at 10:15 am**. Bids received after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex 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.

Clarification on this tender can be obtained from the following:

**Postal Address**

Botswana Examinations Council  
P/B 0070  
Gaborone.

Tel: (+267) 365 0700  
Fax: (+267) 318 5011  
Email: [procurement@bec.co.bw](mailto:procurement@bec.co.bw)

**Physical Address**

Botswana Examinations Council  
Plot 54864, KT Motsete Road  
Gaborone.

Secretary  
Tender Committee  
Botswana Examinations Council

## Table of Contents

<b>1. DEFINITION OF TERMS AND ABBREVIATIONS.....</b>	<b>5</b>
<b>2. OVERVIEW .....</b>	<b>6</b>
<b>3. BACKGROUND .....</b>	<b>7</b>
<b>4. PURPOSE: .....</b>	<b>8</b>
<b>5. PROBLEM STATEMENT .....</b>	<b>9</b>
<b>6. OBJECTIVES OF THE STUDY.....</b>	<b>10</b>
<b>7. TENDER REQUIREMENT SPECIFICATION .....</b>	<b>11</b>
<b>8. THE TENDER PROCESS .....</b>	<b>12</b>
<b>9. MALPRACTICE.....</b>	<b>14</b>
<b>10. TENDER SCHEDULE .....</b>	<b>15</b>
<b>11. RETURNABLE DOCUMENTS .....</b>	<b>16</b>
<b>12. EVALUATION PROCESS .....</b>	<b>17</b>
<b>13. BASIS OF AWARD .....</b>	<b>21</b>
<b>14. STATEMENT OF COMMITMENT .....</b>	<b>22</b>
<b>15. PRICING CONDITIONS .....</b>	<b>23</b>
<b>16. DELIVERY.....</b>	<b>24</b>
<b>17. DEFECTS LIABILITY PERIOD .....</b>	<b>25</b>
<b>18. PROOF OF PURCHASE .....</b>	<b>26</b>
<b>19. STANDARDS .....</b>	<b>27</b>
<b>20. ANNEXURE.....</b>	<b>28</b>

## 1. DEFINITION OF TERMS AND ABBREVIATIONS

The following table shows the important acronyms, abbreviations and definitions of terms used in this document:

BEC	Botswana Examinations Council
Bid	A response submitted by the bidder
Bidder	A company or individual that has submitted a bid in response to this tender as a sole bidder or as a lead company of a consortium of companies or in a joint venture /partnership with other companies
CV	Curriculum Vitae
e-mail	Electronic mail
ITT	Invitation To Tender
Parastatal	Semi autonomous body
SOUR	Statement of User Requirements
TEC	Tender Evaluation Committee

## 2. OVERVIEW

Bidders are invited by the Botswana Examinations Council (BEC) to tender for the Development of a Statement of User Requirements (SOUR) for a Comprehensive Document Management System. The SOUR will be used to procure the supply, implementation and on-going support of a computer based Document Managements System.

The types of documents that are to be managed include:

- Digital documents from MS Office and other Software
- Emails
- Scanned documents
- System produced documents i.e. receipts generated by a computer system.

The deliverables from this ITT include:

- The Statement of User Requirements
- The development of Document Indexing Schemas
- The development of Document Management Standards
- The development of Document Management Processes and Procedures
- A proposed implementation plan.

**Please note: The company which is awarded this tender will be prohibited from bidding for the software supply and implementation tender.**

### 3. BACKGROUND

Botswana Examinations Council is a parastatal organisation in the Ministry of Education, established by an Act of Parliament No 11 of 2002. Currently BEC has five Directorates: Directorates of Examinations Administration and Certification, Product Development and Standards, Research and Policy Development, Information and Communications Technology, and Corporate Services. This Parastatal took over the mandate of examinations from the Ministry of Education from June 1, 2007. The mandate of BEC is therefore to develop and manage the provision of examination, testing and research services, and the development of appropriate tools to assess educational attainment in the primary and secondary education sectors.

The long term vision of BEC is, **“To be a provider of accessible and globally competitive qualification.”** As part of its efforts and initiatives to create a highly focused organisation that effectively delivers on its mandate, the BEC has recently implemented a number of strategic initiatives aimed at improving its systems and processes. Like any modern organisation, the BEC has to deal with a plethora of information and it is seeking an effective solution for the management of the many documents that it has to manage.

## 4. PURPOSE:

The purpose of this Terms of Reference is to commission a consultancy to:

- 4.1 Develop a way forward for the procurement and successful implementation of a Document Management System for the BEC.
- 4.2 The development of Document Indexing Schemes to be used for storage classification of all documents.
- 4.3 The development of Document Management Standards.
- 4.4 The development of Document Management Processes and Procedures.
- 4.5 To compile a Statement of User Requirements for the purchase and on-going support of a Computerised Document management System.



## 5. PROBLEM STATEMENT

- 5.1 BEC needs a comprehensive Document Management System for the effective management of the many types of documents that it needs to store. These documents originate both within and external to the organisation and are in both paper and digital format. They include:
- a. Paper based documents
  - b. Digital documents from MS Office and other Software
  - c. Emails
  - d. Scanned documents
  - e. System produced documents i.e. receipts generated by a system.
- 5.2 The efficient storage and retrieval of documents requires a comprehensive indexing system supported by standards, processes and procedures, none of which currently exist within the BEC. This gives rise documents being untraceable when required.
- 5.3 Documents need to be made available to both internal and external stakeholders.

## 6. OBJECTIVES OF THE STUDY

The BEC would like to streamline its document management processes by implementing a computer based Document Management System based on international standards and best practices. BEC's vision is to automate its processes by allowing instant access to information, greater collaboration amongst document users, enhanced document security and application of procedures to facilitate various record compliances.

The BEC Records Management System should, as a minimum, cover the following:

- a. Life cycle management
- b. Metadata
- c. Retrieval
- d. Integrity
- e. Security
- f. Backup
- g. Migration
- h. Permanent records
- i. Procedures
- j. Training

The first stage in the implementation process is to define the standards, processes and procedures to be used and based on these and the identified requirements of the BEC to compile a Statement of User Requirements which will then be used as the basis of an ITT for the supply and implementation of a computer based Document Management System.

It is envisaged that the study will have the following phases:

- I. Fact finding and identification of requirements
- II. Identification of Standards
- III. Development of Processes and Procedures
- IV. Compilation of the Statement of User Requirements
- V. Development of draft implementation plans and budget.

## 7. TENDER REQUIREMENT SPECIFICATION

The Consultancy is expected to kick start in 03 June 2013 and have a duration of no longer than 6 (six) months. The following are the key expected deliverables:

- a) A comprehensive report on the situational analysis, findings and BEC requirements.
- b) Recommendations of the approach to be used and the standards to be followed.
- c) Documentation of processes and procedures including flowcharts and workflow requirements.
- d) The Statement of User Requirements.

The bidders must demonstrate their ability to undertake the assignment by including the following in their response:

- I. Statement of Capability
- II. Methodology to be followed
- III. Referees for similar assignments successfully completed
- IV. Details of the assigned team including a detailed CV for each member
- V. A detailed plan including all major milestones.

The BEC subscribes to the principles of formal project management and as such bidders must demonstrate their ability to conduct the project using formal project management methodologies.

## 8. THE TENDER PROCESS

The issue date for this tender is **12 February 2013**

The closing date is **27 March 2013 at 10:00hrs (Local Time)**

The Tender is a **two (2) envelope system** where the technical and financial bids are enclosed separately. The bids must be structured in the format specified in this tender document.

**Five ( 5) copies of the bid, that is (1 original and 4 copies)** of the proposal sealed and clearly marked **Tender No. BEC ICT 007/12-13 - THE DEVELOPMENT OF A STATEMENT OF USER REQUIREMENTS FOR A COMPREHENSIVE DOCUMENT MANAGEMENT SYSTEM** are to be delivered at the address below:

### **The Secretary**

Tender Committee  
Botswana Examinations Council  
Plot 54864  
KT Motsete Road  
Private Bag 0070  
Gaborone  
Botswana.

The Bids should be delivered to the Botswana Examinations Council Reception at the above address.

The invitation to tender will be posted at [www.bec.co.bw](http://www.bec.co.bw) for downloading. Hard copies will be available at the reception of BEC offices, Plot no: 58464 along the Western By-pass with effect from **12 February 2013**. A **non-refundable payment of BWP500.00** must be made to BEC. Bidders should retain the receipt issued as proof of purchase, and should attach a copy of the receipt in their response/bid. Bidders who do not pay will not be considered. Although the tender is freely downloaded from the Internet payment must still be made before the closing date and time of the tender.

Bids must not arrive later than **10:00 am (local time) on 27 March 2013**. The tenders will be opened in the presence of bidders wishing to attend **at 10:15am**. Bids received after the closing date and time will not be accepted. Telephonic, Telegraphic, Telex or Facsimile bids will not be accepted.

## 9. MALPRACTICE

Bids will be rejected if the Bidder is found to have engaged in any of the following practices:

- a. Having agreed with any other person that the other will refrain from submitting a bid
- b. Having directly or indirectly canvassed any officer or representative of BEC for acceptance of their bid
- c. Having adjusted the price offered with/or in accordance with, any officer or representative of BEC
- d. Having committed an offence under the Corruption and Economic Crime Act (1994) in connection with the award of the tender
- e. Having offered, directly or indirectly, valuable consideration (as defined in Section 23 of the Corruption and Economic Crime Act, 1994) to any officer or representative of BEC for acceptance of their bid.

## 10. TENDER SCHEDULE

The following table shows the proposed milestones up to the start of the implementation of the project:

<b>Description</b>	<b>Milestone</b>
ITT Issue Date	<b>12 February 2013</b>
Tender Closing Date	<b>27 March 2013 @ 10:00hrs (local time)</b>

## 11. RETURNABLE DOCUMENTS

The following are the documents that must be submitted within the five (5) bid packages (i.e. 1 original and 4 copies).

- a) All bidders should be in possession of a copy of valid trading licenses.
- b) All bidder must be in possession of a copy of a valid tax clearance certificate

In the event that the bidder is exempt from a trading licence or tax clearance certificate the bidder must supply the appropriate documentation to demonstrate this exemption status.

- c) Bidders must include copies of the immediate above mentioned documents in the bidding documents.
- d) Completed Form of Response (see Annexure A)
- e) Signed statement of commitment (see Annexure B)



## 12. EVALUATION PROCESS

The procedure for evaluation of the ITT responses shall consist of four (4) stages.

### **STAGE -1 – COMPLIANCE CHECK**

The proposals from the bidders will be evaluated against the criteria given below. Bidders who conform to stage 1 will advance to stage 2 i.e. by having “Yes or N/A” in all cases for all criteria.

Criteria	Bidder		
	1	2	3
<b>Number of copies is 5 copies</b> <i>(1 original + 4 Copies)</i>			
<b>Signed statement of commitment</b> <i>(annexure B)</i>			
<b>Valid Tax clearance certificate</b> <i>(Copy of a valid Tax clearance certificate in the original document should bear an original stamp or Seal)</i>			
<b>Valid Trading Licence</b> <i>(Copy of a valid Trading Licence in the original document should bear an original stamp or Seal)</i>			
<b>Proof of payment for ITT.</b> <i>(Copy of receipt of Tender price, baring receipt number)</i>			
<b>Completed Form of Response</b> <i>(Annexure A)</i>			

### **STAGE-2 -TECHNICAL EVALUATION**

The proposals evaluated at stage 2 will be to determine the technical conformance of the bids with the minimum specifications for the services listed in this document. The evaluation process will focus on the following areas over and above the requirements highlighted in the ITT.

The table below will be used to evaluate the qualities captured:

<b>CRITERION</b>	<b>SCORING GUIDE</b>
<b>Technical written proposal</b>	
<b>1. Consultant/company profile</b> a) Years in service/business b) Track record c) Client references	<b>(7 marks)</b>
<b>2. Traceable references/record</b> (history of completed and on-going projects) a) Experience in assignments that are the same b) Experience in similar assignments	<b>(8 marks)</b>
<b>3. Competencies, Skills and Team composition</b> a) Lead consultant b) Other team members c) Team composition	<b>(30 marks)</b>
<b>4. Methodology</b> a) Analysis of scope of work b) Cover all elements of TOR c) Information collection methods and analysis d) Methods of execution of work & monitoring e) Detailing of tasks with time (and clarity of Milestones) f) Project plan g) Risk planning h) Quality assurance i) Communication plan	<b>(55 marks)</b>
<b>TOTAL</b>	<b>100 marks</b>

- The bidders will be short listed based on the score given by the Evaluation Team.
- The cut-off point for short listing is 70% of the points available in Stage 2 of the evaluation process.
- BEC Tender Committee will approve the short listed bidders who will then proceed to stage 3 of the evaluation process.

**STAGE-3- Presentation Evaluation**

Bidders short-listed in Stage 2 will be invited to make presentation of the bid in which they will describe their proposed solution with emphasis on the methodology to be employed. This is an opportunity for bidders demonstrate their capability and convince the panel on the level of commitment to providing the service. The presentation will take place in Gaborone.

The presentation will be assessed on a point scale for each of the criteria shown in the following table.

<b>Criteria</b>	<b>SCORING GUIDE</b>
a) Understanding of the requirements of the tender	<b>(10 marks)</b>
b) Details of the deliverables and allocation of tasks	<b>(20 marks)</b>
c) Clear explanation of the development methodology to be applied	<b>(20 marks)</b>
d) Clear explanation of the implementation plan including the critical path	<b>(20 marks)</b>
e) Level of understanding of Document Management Systems	<b>(20 marks)</b>
f) Tender match presentation	<b>(10 marks)</b>
<b>Total</b>	<b>100 Marks</b>

Bidders who score more than 70% at stage 3 will advance to stage 4 and be invited to witness the opening of the financial bids.

**STAGE-4- Financial Evaluation.**

The financial bids of bidders who have successfully advanced from stage 3 will be opened at this stage. Bidders are encouraged to utilise the sample format of price schedule response in annexure C.

The following formula will be used to rate the quoted prices:

$$FS = \max \text{ Score} \times LP / P$$

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 50 points. The financial scores ( $FS$ ) of the other financial bids will be computed using the formula above.

## 13. BASIS OF AWARD

The bidder with the highest combined score (Technical, Presentation and Financial) from stage 2, 3, 4 will be recommended for the award to BEC Tender Committee subject to an agreed contract.

## 14. STATEMENT OF COMMITMENT

Bidders are required to provide a signed statement of commitment to the following conditions. This may be in the form of a blanket agreement. If the Applicant wishes to vary the response to individual sections, then the Statement of Commitment should be extended. See an example at annexure B.

## 15. PRICING CONDITIONS

**ALL PRICES SHALL REMAIN VALID FOR A MINIMUM PERIOD OF 3 MONTHS (90 DAYS) FROM THE DATE OF CLOSURE OF THE TENDER.**

**All prices are required to be quoted in Botswana Pula only with 12% V.A.T clearly stated.**

Prices quoted by bidders shall not be affected by any exchange rate fluctuations whatsoever. The Council will not pay any "Price Hike" claims made by the supplier due to exchange rate fluctuations. All prices shall remain valid for at least three months.

All payments will be processed only after successful delivery, installation, configuration and training of library management system

The tender should cover all items in the Description of Requirements and should include transportation, installation and configuration of any equipment to BEC.

## 16. DELIVERY

Bidders must be able to start the assignment on 03 June 2013 or any other mutually agreed date, and complete the all tasks within a maximum period of six months. Work will not commence without the receipt of a BEC purchase order.

**Bidders should note that failure to complete all deliverables within the quoted lead-time might result in the Purchase Order becoming null and void**

All queries regarding delivery should be directed to the contact addressee identified in this Tender Document.



## **17. DEFECTS LIABILITY PERIOD**

The Bidder shall guarantee all supplied items, workmanship and materials provided for a Defects Liability period of at least 12 calendar months after the date of Installation.

## 18. PROOF OF PURCHASE

Bidders will be required to keep track of warranties of equipment sold to the Botswana Examinations Council. If a warranty claim is rejected, the onus will be on the Bidder to prove that the warranty has expired.

## 19. STANDARDS

All specifications in Invitation to Tender are to be treated as the minimum requirement.

## 20. ANNEXURE

### ANNEXURE A: RESPONSE FORM

The following information must be provided as the cover page of the bid:

Bidder's Name	
Company Registration number	
Vat Number (if applicable)	
Country of registration	
Year of Establishment	
Physical Address	
Postal Address (if different)	
Telephone Number	
Mobile Number	
Fax Number	
Email and URL	
Contact Address in Botswana (if applicable)	
Project Title	
Tender No.	
Company Profile in Detail	
Designated Authorised representative for the Project	Name: Position: Qualifications: Tel: Fax: Email:
Summary of Referees (Detailed will be provided in Annexure 4)	1 2 3
Signed:	
Bidder's Authorised Representative	

**ANNEXURE B**

**SAMPLE STATEMENT OF COMMITMENT**

**Company XYZ** commits to the conditions of tender as specified in TENDER NO. BEC ICT 007/12-13. THE DEVELOPMENT OF A STATEMENT OF USER REQUIREMENTS FOR A COMPREHENSIVE DOCUMENT MANAGEMENT SYSTEM for Botswana Examinations Council

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

**ANNEXURE C - SAMPLE OF PRICE SCHEDULE RESPONSE**

Bidder Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Tender No: \_\_\_\_\_

All prices must be presented in the following format

Item	Description	Unit Price (BWP)	Qty	Amount (BWP)
1	Item MMMMMMMM	3.00	1	3.00
2	Item LLLLLLLLLL	2.00	2	4.00
3	Item UUUUUUUU	1.00	4	4.00
4	Item OOOOOOOO	2.00	1	2.00
5	Item DDDDDDDD	1.00	3	3.00
	<b>TOTAL</b>			<b>16.00</b>
	<b>VAT 12%</b>			<b>1.92</b>
	<b>GRAND TOTAL</b>			<b>17.92</b>