



**BOTSWANA  
EXAMINATIONS  
COUNCIL**

**DIRECTORATE OF INFORMATION AND COMMUNICATIONS  
TECHNOLOGY**

**INVITATION TO TENDER**

**FOR THE**

**PROVISION OF ICT SUPPORT AND MAINTENANCE SERVICES FOR  
SERVERS TO BOTSWANA EXAMINATIONS COUNCIL**

**Reference No BEC ICT 009/14-15**

*Date: 20<sup>th</sup> October 2014*

<b>PROCURING ORGANISATION</b>	<b>AGENT</b>
Botswana Examinations Council, Private Bag 0070, Gaborone, Botswana	The Secretary to the Tender Committee, Private Bag 0070, Gaborone, Botswana Tel: +267 365 0700 Fax: +267 316 4413 Email: <a href="mailto:procurement@bec.co.bw">procurement@bec.co.bw</a>

Botswana Examinations Council

TENDER  
TENDERING PROCEDURESTENDER NOTICE and  
INVITATION TO TENDER**Tender No. BEC ICT 009/13-14****Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council**

- Tender offers are invited from Botswana registered companies for the Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council (BEC).
- The Procuring Organisation is Botswana Examinations Council.
- Bidders who are domiciled in Botswana must, in order to be considered for the award of the contract, be duly registered with the Registrar of Companies and with the Botswana Unified Revenue Services for a Tax Clearance Certificate; be registered with PPADB under Code 121 Sub Code 01 or 02 OR Code 122 Sub Code 03 and be in possession of a valid trading license.
- Tender documents will be available with effect from **20<sup>th</sup> October 2014** and can be obtained from the Reception of the Botswana Examinations Council at the following addresses:

Postal AddressPhysical Address

Botswana Examinations Council  
Private Bag 0070  
Gaborone.

Botswana Examinations Council  
Plot 54864, KT Motsete Road  
Gaborone.

Tel: (+267) 365 0700 or 365 0866 Attn. T. Chifani

Fax: (+267) 316 4413, 316 4203, 318 5011

Email: procurement@bec.co.bw

- Bids must be submitted using the Two Envelope system. **One (1) original and five (5) copies** of the bids 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 009/14-15 –Provision of ICT Support and Maintenance Services for Servers 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

- A non-refundable 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 5 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.

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Tel: (+267) 365 0700 Or 365 0866 Attn: T. Chifani  
Fax: (+267) 316 4413, 316 4203, 318 5011  
Email: [procurement@bec.co.bw](mailto:procurement@bec.co.bw)

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- Bids must be submitted no later than **10:00 am** (local time) on **20<sup>th</sup> November 2014**. 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.
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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

<b>TENDER TENDERING PROCEDURES</b>	<b>TENDER DATA</b>
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**Provision of ICT Support and Maintenance Services for Servers 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. A copy of a letter from Microsoft showing that the bidder is either a Gold or Silver partner of Microsoft.
2. Manufacturer authorization letter to supply, support and maintain HP products.
3. A copy of a valid trading license certified by the issuer.
4. PPADB registration certificate under Code 121 SubCode 01/02 or Code 122 SubCode 03.
5. Proof of payment of BWP500.
6. A copy of a valid Tax Clearance Certificate or Exception thereof, certified by the Botswana Unified Revenue Services (BURS).
7. A copy of the certificate of incorporation.
8. Completed form of Directors and Shareholders
9. Copies of certified share certificates.
10. Form from Registrar of Companies and Intellectual Properties showing the company's directors.

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.

Bidders must quote in Botswana Pula (BWP).

All the quoted prices must include VAT @ 12% for VAT registered companies.

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 five (5) duplicate copies. Each copy must contain the following **RESPONSE FORM**.

<b><i>Bidder's Name</i></b>	
<b><i>Company Registration Number</i></b>	
<b><i>Vat Number ( if applicable)</i></b>	
<b><i>Country of Registration</i></b>	
<b><i>Year of Establishment</i></b>	
<b><i>Physical Address</i></b>	
<b><i>Postal Address (if different)</i></b>	
<b><i>Telephone Number</i></b>	
<b><i>Mobile Number</i></b>	
<b><i>Fax Number</i></b>	
<b><i>Email and URL</i></b>	
<b><i>Contact Address in Botswana (If applicable)</i></b>	
<b><i>Project Title</i></b>	
<b><i>Tender No.</i></b>	
<b><i>Designated Authorised Representative for this Project</i></b>	<b><i>Name:</i></b> <b><i>Position:</i></b> <b><i>Qualifications:</i></b> <b><i>Tel:</i></b> <b><i>Fax:</i></b>

	<b>Email:</b>
<b>Project Referees</b> (see <b>CONTRACT PART 3, Scope of Work, 8.1.5</b> )	<b>1</b>
	<b>2</b>
	<b>3</b>
<b>Signed:</b>  <b>Bidder's Authorised Representative</b>	

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 009/14-15 – Provision of ICT Support and Maintenance Services for Servers 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 five (5) copies of the technical bid shall be placed in a sealed envelope clearly marked **Technical Bid – Tender Number BEC ICT 009/14-15 – Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council**.
- One (1) original and five (5) copies of the financial bid shall be placed in a sealed envelope clearly marked **Financial Bid - Tender Number BEC ICT 009/14-15 –Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council - Do not open with the Technical Bid**.

- Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labelled **Tender Number BEC ICT 009/14-15 –Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council and** shall bear the submission address.
- Bids must arrive no later than **10:00 am** (local time) on the **20<sup>th</sup> November 2014**. The outer envelope will 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 20<sup>th</sup> November 2014.**

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 **20<sup>th</sup> November 2014**.  
Location: Botswana Examinations Council  
Plot 54864  
KT Motsete Road  
Gaborone.

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 1.16)
- 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 1.17.

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

Stage	Maximum Score	Percentage Representation
Stage 2	110	85%
Stage 3	100	15%

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 the following requirements will be disqualified during the first scrutiny at Stage1.

- Submitted a copy of a letter from Microsoft showing that the bidder is either a Gold or Silver partner of Microsoft.
- Submitted a copy of a Manufacturer authorization letter to supply, support and maintain HP products.
- Submitted a copy of a PPADB registration certificate under Code 121 Subcode 01 / 02 or Code 122 Sub Code 03 certified by PPADB.
- Submitted a copy of an appropriate Trading Licence certified by the issuer.
- Submitted a copy of a valid Tax Clearance Certificate for Botswana or exemption certificate thereof from BURS.
- Submitted copies of certified share certificates.
- Submitted a form from the Registrar of Companies and Intellectual Properties showing the company directors.



**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 85**.

<b>Technical Evaluation Matrix</b>		
<b>Item No</b>	<b>Criteria</b>	<b>Max Score</b>
1.14a	Capacity and Capability to provide HP Hardware support	5
1.14b	Experience of current staff on providing HP Hardware Support	5
1.14c	Bidder's references sites on HP Hardware deployment or support	5
1.149d	Capability and Capacity to provide Microsoft Windows Server 2008/2012 Support	5
1.14e	Experience of staff in providing Microsoft Windows Server 2008/2012 support	5
1.14f	Bidder's reference sites on Windows Server 2008/2012 support	5
1.14g	Capability and Capacity to provide Microsoft Exchange Server 2010/2013 support	5
1.14h	Experience of current staff to provide Microsoft Exchange Server 2010/2013 Support	5
1.14i	Bidder's reference sites on Microsoft Exchange Server 2010 /2013 support	5
1.14j	Capability/Capacity to provide Microsoft Systems Centre 2012 support	5
1.14k	Experience of current staff to provide Microsoft Systems Centre 2012 support	5
1.14l	Bidder's reference sites on Microsoft Systems Centre 2012 support	5
1.14m	Capability and Capacity to provide Microsoft SharePoint Server support	5
1.14n	Experience of current staff to provide Microsoft SharePoint Server support	5
1.14o	Bidder's reference sites on Microsoft SharePoint Server support	5
1.14p	Capacity and capability to provide Microsoft Lync Server support	5
1.14q	Experience of current staff to provide Microsoft Lync Server support	5
1.14r	Bidder's reference sites on Microsoft Lync Server support	5
1.14s	Capacity and capability to provide Microsoft SQL Server support	5
1.14t	Experience of current staff to provide Microsoft SQL Server support	5
1.14u	Bidder's reference sites on Microsoft SQL Server support	5
1.14v	Provision of a draft Service Level Agreement document in accordance with the terms and conditions of this ITT.	5
<b>Maximum Score for Stage 2:</b>		<b>110</b>

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

The financial bids of only the bidders who have scored 85 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 0.85) + (Financial Score x 0.15) 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 reserved for 100% Citizen Owned Companies in accordance with government paper No. 1 of 2012- The citizen economic empowerment policy (CEE Policy).** The bidders must submit reservation letters from PPADB.

Botswana Examinations Council

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>LIST OF RETURNABLE DOCUMENTS</b>
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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 a letter from Microsoft showing that the bidder is either a Gold or Silver partner of Microsoft.
- Copy of a Manufacturer authorization letter to supply, support and maintain HP products.
- Copy of a valid Tax Clearance Certificate or exemption certificate thereof from BURS certified by BURS.
- Copy of appropriate Trading License- certified by the issuer.
- Copy of PPADB Registration Certificate – certified by PPADB
- Copy of the Statement of Commitment regarding the deployment of Personnel in Core Functional Areas.
- Copies of certified share certificates
- Form from Registrar of Companies & Intellectual properties showing Directors of the company.
- Completed Form of Directors and Shareholders.

### 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

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES CERTIFICATE OF AUTHORITY OF SIGNATORY</b>
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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

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES RECORD OF ADDENDA TO TENDER DOCUMENTS</b>
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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**

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES PROPOSED SUBCONTRACTORS / SUBCONSULTANTS</b>
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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.

	<b>Name and address of proposed Subcontractor</b>	<b>Nature and extent of work</b>	<b>Previous experience with Subcontractor</b>
<b>1.</b>			
<b>2.</b>			
<b>3.</b>			
<b>4.</b>			
<b>5.</b>			

Attach additional pages if more space is required.

Signed

Date

Name

Position

Bidder



Botswana Examinations Council

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES QUALITY PLAN</b>
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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

<p><b>TENDER</b> <b>RETURNABLE DOCUMENTS</b></p>	<p><b>TENDER SCHEDULES</b> <b>CURRICULUM VITAE OF KEY</b> <b>PERSONNEL</b></p>
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**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

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES EXPERIENCE OF BIDDER</b>
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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

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES PRODUCTS &amp; SERVICES</b>
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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><b>TENDER</b> <b>RETURNABLE DOCUMENTS</b></p>	<p><b>TENDER SCHEDULES</b> <b>CONTRACT PART 3</b> <b>COMPLIANCE</b></p>
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Tender Ref	Compliant Y/N	Comment

Attach additional pages as required.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

*Bidder* \_\_\_\_\_

\_\_\_\_\_

Botswana Examinations Council

<b>TENDER RETURNABLE DOCUMENTS</b>	<b>TENDER SCHEDULES MANAGEMENT PLAN</b>
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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

*Bidder*

Botswana Examinations Council

# CONTRACT

Provision of ICT Support and Maintenance Services for Servers 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

<b>CONTRACT PART 1 AGREEMENTS &amp; CONTRACT DATA</b>	<b>FORM OF OFFER AND ACCEPTANCE</b>
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**Offer**

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

**Provision of ICT Support and Maintenance Services for Servers 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	<b>TENDER RETURNABLE DOCUMENT</b>	DECLARATION BY DIRECTORS AND SHAREHOLDERS
----------------------	---------------------------------------	--

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.

	<b>DIRECTORS NAME</b>	<b>NATIONALITY</b>	<b>SHAREHOLDERS NAME</b>	<b>NO. OF SHARES/PERCENTAGE OF SHAREHOLDING</b>	<b>NATIONALITY</b>
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

THUS 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

<b>CONTRACT PART 1 AGREEMENTS &amp; CONTRACT DATA</b>	<b>FORMS OF SECURITIES PERFORMANCE SECURITY – DEMAND GUARANTEE</b>
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Title of the Contract

**Provision of ICT Support and Maintenance Services for Servers to Botswana Examinations Council**

Name and address of Beneficiary (whom the contract defines as the Employer / Supplier)

.....  
 .....  
 .....

We have been informed that \_\_\_\_\_ (hereinafter called the "Principal") is your contractor under such Contract, which requires him to obtain a performance security.

At the request of the Principal, we (*name of bank*) \_\_\_\_\_ hereby irrevocably undertake to pay you, the Beneficiary/Employer, any sum or sums not exceeding in total the amount of \_\_\_\_\_ (the "guaranteed amount", say: \_\_\_\_\_) upon receipt by us of your demand in writing and your written statement stating:

- (a) that the Principal is in breach of his obligation(s) under the Contract, and
- (b) the respect in which the Principal is in breach.

Any demand for payment must contain your minister's signature which must be authenticated by your bankers or by a notary public. The authenticated demand and statement must be received by us at this office on or before (*the date 70 days after the expected expiry of the period for notifying defects*) \_\_\_\_\_ (the "expiry date"), when this guarantee shall expire and shall be returned to us.

We have been informed that the Beneficiary may require the Principal to extend this guarantee if the Principal has not completed his obligations under the Contract by the date 28 days prior to such expiry date. We undertake to pay you such guaranteed amount upon receipt by us, within such period of 28 days, of your demand in writing and your written statement that the Principal has not completed his obligations under the Contract, for reasons attributable to the Principal, and that this guarantee has not been extended.

This guarantee shall be governed by the laws of Botswana subject to the jurisdiction of the courts of Botswana and shall be subject to the Uniform Rules for Demand Guarantees, published as number 458 by the International Chamber of Commerce, except as stated above.

Date \_\_\_\_\_

Signature(s) \_\_\_\_\_

Botswana Examinations Council

<b>CONTRACT PART 2 PRICING DATA</b>	<b>PRICING INSTRUCTIONS</b>
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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

Cost Element	Unit Cost	Quantity	Total Cost
Supply of ICT Support and Maintenance Services for HP hardware and HP Monitoring Software			
Supply of ICT Support and Maintenance Services for Microsoft Windows Servers			
Supply of ICT Support and Maintenance Services for Microsoft Products			
<b>Sub-Total:</b>			
<b>VAT at 12%:</b>			
<b>TOTAL:</b>			

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

Botswana Examinations Council

**CONTRACT PART 3  
SCOPE OF WORK****SCOPE OF WORK:  
SUPPLIES CONTRACT**

## 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
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
ITT	Invitation To Tender
ICT	Information and Communications Technology
LP	Lowest Price
QA	Quality Assurance
TEC	Tender Evaluation Committee
SMTP	Simple Mail Transfer Protocol
PDU	Power Distribution Units
ORACLE VM	Oracle Virtual Machine (Guest Machine)
ORACLE VS	Oracle Virtual Server (Host Machine)



## 1 Purchaser's objectives

The purpose of this Invitation to Tender (ITT) is to invite suitably qualified and experienced Hewlett Packard (HP) Hardware, Microsoft Windows Server and Microsoft Product specialists to submit proposals for the supply of 2<sup>nd</sup> level support and maintenance services for the following hardware and software to Botswana Examinations Council:

- HP Rack Mounted Servers
- HP Blade Servers
- HP 3PAR Storage
- HP SAN Switches
- HP Tape Library
- HP Uninterruptible Power Supplies
- HP 3PAR software
- HP Command View EVA
- HP BladeSystem Onboard Administrator
- HP Business Copy
- HP Systems Insight Manager
- Microsoft SQL Server
- Microsoft SharePoint Server
- Microsoft Exchange Server
- Microsoft Lync Server
- Microsoft Systems Centre
- Windows Server

## 2 Overview of the Information Technology Infrastructure at the Primary and the Disaster Recovery Sites

### Description of the BEC Primary Site

The BEC primary, located at Plot 54864 KT Motsete Rd besides Westgate mall site is highly virtualized with a virtualization infrastructure based on the Oracle Virtual Machine (OVM) platform. The OVM platform and Oracle Enterprise Linux based virtual servers are supported by another Service provider. The Primary Site consists of the following hardware and software components:

### Server Rack

The following components are on the rack

- 1 x 42U Rack Cabinet of dimensions (H) 200.4cm x (D) 101.5cm x (W) 59.7cm
- 1 x Rack mount Monitor / Keyboard 32A Power Distribution Unit
- 1 x 16A Power Distribution Unit
- 1 x KVM switch console

This rack houses all the equipment in the primary site.

### HP Management Server

The HP management server is an HP DL380 Rack mount Server with the following specifications:

- 2 x Quad Core 2.53Ghz Processors
- 4 x 2GB Ram (8GB Total)
- 3 x 300GB SAS Drives
- 1 x SATA DVD/RW
- 1 x 512MB RAID controller
- 1 x Redundant Power Supply
- 1 x Fiber Adapter

This server hosts applications that manage the HP equipment contained in the server rack

### OVM Management Server

The OVM Management Server is an Server Rack Mount ProLiant DL180 G6 with the following

specifications:

- 1 x QC Xeon E5504 (2.0GHz)
- 2 x 2GB Ram (4GB Total)
- 2 x 160GB SAS Drives
- 1 x 512MB RAID controller
- 1 x Fiber Adapter

This server hosts the software that manages the Oracle Virtualization Platform

#### **Tape Library and backups**

The tape library is of the following specifications

- 1 x HP MSL4048 Tape Library
- 48 x 1.6TB LTO4 Ultrium Tapes
- Drive Type 2 x LTO Ultrium 4 Installed
- Recording Method Linear Serpentine
- Form Factor 4U Rack-mountable
- Standard Configuration 2 x Drive/48 x Slot/3 x Mail Slot
- 1 x Cleaning Tape

The Tape Library is an autoloader type that has capacity for 48 tapes. The total backup capacity is 76.8TB. This tape library ensures enough capacity for daily, weekly and monthly backup jobs for the current SAN. Oracle Secure Backup Software is used to backup the Oracle databases and Symantec Backup Exec software is used to backup the individual Microsoft Windows servers. Connectivity is via fibre but Microsoft Windows servers are backed up over the network via remote agents.

#### **Blade Servers**

Four (4) blade servers are hosted in a single blade server enclosure (HP BLC3000) that is capable of carrying up to 8 blade server boards. This enclosure hosts blade servers of the following specifications

- 3 x HP BL460C G6 Server Boards and 1 x HP BL460c G7 Server board
- 2 x Quad Core 2.53Ghz Processors in each blade server
- 96GB Total RAM in each blade server
- 1 x Gigabit Network Cards
- 1 x Fibre Adapter

The blade servers boot directly from the SAN and all these blade servers use Oracle VS as the base operating system.

#### **Storage Area Network (SAN)**

The SAN consists of an HP 3PAR StoreServ 7200 enclosure.

Each enclosure houses 18 drives of 900GB each and has the capacity to take up to 24 Drives.

The total data space after RAID overheads is approximately 12.8TB.

The SAN is of the following specifications:

- 1 x HP3PAR StoreServ 7200 2-N Storage Base
- 18x HP M6710 900GB 6G SAS 10K 2.5in Hard Disk Drives
- Form Factor 1U Rack Mountable

#### **Uninterruptible Power Supplies (UPS)**

To supply clean power to the server rack, four (4) UPSs of the following specifications have been installed:

- 4 x HP R/T3000 Uninterruptible Power Supplies
- Each has a power rating of 3KVA

#### **Description of the Disaster Recovery Site**

The BEC disaster recovery is currently located within the BEC main building but will be moved to either BIHL at the fairgrounds office park or to the Department of Information Technology in the government enclave. It closely matches the primary site in terms of physical hardware components. All data in the primary site storage is replicated at storage level to the Disaster Recovery site SAN. Like the primary site, the DR site is highly virtualized with a virtualization infrastructure based on the Oracle Virtual Machine (OVM) platform. It consists of the following hardware and software components:

### **Server Rack**

The following components are on the rack

- 1 x 42U Rack Cabinet of dimensions (H) 200.4cm x (D) 101.5cm x (W) 59.7cm
- 1 x Rack mount Monitor / Keyboard 32A Power Distribution Unit
- 1 x 16A Power Distribution Unit
- 1 x KVM switch console

This rack houses all the equipment in the secondary site.

### **HP Management Server**

The HP management server is an HP DL380 Rack Mount Server with the following specifications:

- 2 x Quad Core 2.53Ghz Processors
- 4 x 2GB Ram (8GB Total)
- 3 x 300GB SAS Drives
- 1 x SATA DVD/RW
- 1 x 512MB RAID controller
- 1 x Redundant Power Supply
- 1 x Fiber Adapter

This server hosts applications that manage the HP equipment contained in the server rack

### **OVM Management Server**

The OVM Management Server is an HP ProLiant DL180 G6 Rack Mount Server with the following specifications:

- 1
- 1 x QC Xeon E5504 (2.0GHz)
- 2 x 2GB Ram (4GB Total)
- 2 x 160GB SAS Drives
- 1 x 512MB RAID controller
- 1 x Fiber Adapter

This server hosts the software that manages the Oracle Virtualization Platform

### **Tape Library and backups**

The tape library is of the following specifications

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- 48 x 1.6TB LTO4 Ultrium Tapes
- Drive Type 2 x LTO Ultrium 4 Installed
- Recording Method Linear Serpentine
- Form Factor 4U Rack-mountable
- Standard Configuration 2 x Drive/48 x Slot/3 x Mail Slot
- 1 x Cleaning Tape

The Tape Library is an autoloader type that has capacity for 48 tapes. The total backup capacity is 76.8TB. This tape library ensures enough capacity for daily, weekly and monthly backup jobs for the current SAN. Oracle Secure Backup Software is used to backup the Oracle databases and Symantec Backup Exec software is used to backup the individual servers. Connectivity is via fibre.

### **Blade Servers**

Four (4) blade servers are hosted in a single blade server enclosure (HP BLC3000) that is capable of carrying up to 8 blade server boards. This enclosure hosts blade servers of the following specifications

- 3 x HP BL460C G6 Server Boards and 1x HPBL460C G7 server board
- 2 x Quad Core 2.53Ghz Processors in each blade server
- 96GB Total RAM in each blade server
- 1 x Gigabit Network Cards
- 1 x Fibre Adapter

The blade servers boot directly from the SAN and all these blade servers use Oracle VM as the base operating system.

### **Storage Area Network (SAN)**

The SAN consists of an HP 3PAR StoreServ 7200 enclosure.

Each enclosure houses 18 drives of 900GB each and has the capacity to take up to 24 Drives.

The total data space after RAID overheads is approximately 12.8TB.

The SAN is of the following specifications:

- 1 x HP3PAR StoreServ 7200 2-N Storage Base
- 18x HP M6710 900GB 6G SAS 10K 2.5in Hard Disk Drives
- Form Factor 1U Rack Mountable

**Uninterruptible Power Supplies (UPS)**

To supply clean power to the server rack, four (4) UPSs of the following specifications have been installed:

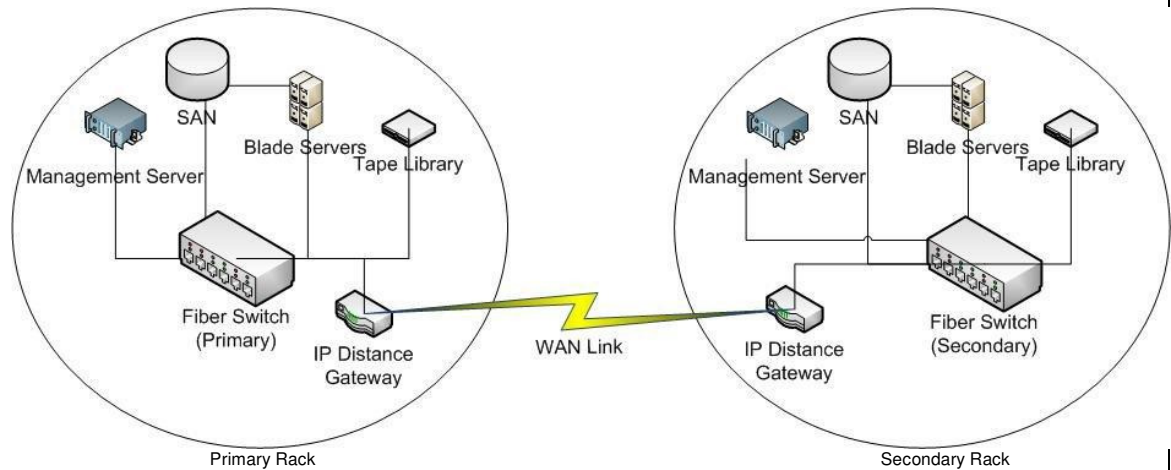
- 4 x HP R/T3000 Uninterruptible Power Supplies
- Each has a power rating of 3KVA

All the HP Hardware is under an extended warranty

**Connectivity between Primary Site and Disaster Recovery Site**

For replication of data and failover of applications and virtual machines between the primary site located at the BEC headquarters, Plot 54864, KT Motsete Rd, Gaborone and the Disaster Recovery site which will be located at either the fairgrounds office park or DIT in the government enclave a radio link has been installed. Replication is bi-directional and is conducted asynchronously at storage level. It should be noted that the entire data in the primary site SAN is replicated to the Disaster Recovery site SAN

The following diagram shows an illustration of the replication and failover topology



**Microsoft/Windows Servers at BEC**

BEC currently uses the following Windows/Microsoft Servers

- Windows Server 2008 Standard Edition SP2
- Windows Server 2008 Standard and Enterprise Edition R2 SP1
- Microsoft Exchange Server 2010 SP1
- Microsoft Lync Server 2010
- Microsoft SQL Server 2008 and R2 Standard Edition

Plans are underway to deploy the following software

- Microsoft SQL Server 2012
- Microsoft Systems Centre 2012
- Windows Server 2012 Standard Edition

**3 Scope of Work**

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

**Supported Hardware and Software**

The bidder should supply 2<sup>nd</sup> level support and maintenance services for the following HP Hardware and Software

**HP Software**

- HP Command View EVA
- HP Systems Insight Manager
- HP Business Copy
- HP BladeSystem Onboard Administrator

**Enterprise Storage System**

- HP 3-Par StoreServ 7200 (x2)

**Blade Servers**

- HP BL460C G6 (x6)
- HP BL460C G7 (x2)

**Rack Mounted Servers**

- HP ProLiant DL180 (x2)
- HP ProLiant DL380 (x2)

**Tape Libraries**

- HP MSL4048 tape library (x2)

**Uninterruptible Power Supplies**

- HP R/T3000 (x8)

**Server Rack**

- 42U server rack, PDUs and KVM (x2)

**Windows Servers**

- Windows Server 2008 Standard Edition
- Windows Server 2008 R2 Standard and Enterprise Edition
- Windows Server 2012 Enterprise Edition

**Microsoft Servers**

- Microsoft Exchange Server 2010/2013
- Microsoft Lync Server 2010/2013
- Microsoft SharePoint Server 2013
- Microsoft SQL Server 2008/2014

**Symantec Software**

- Symantec Backup Exec 2010 R3/2014
- Symantec Endpoint Protection 12.1

**Support and Maintenance Model**

The support required on the hardware and software listed above includes the following:

- Installation and configuration e.g assisting in accepting newly acquired hardware and/or software and/or the implementation service
- Software upgrades/updates e.g drawing BEC's attention to any effects that the use of new release will have on software or hardware
- Firmware upgrades/updates e.g drawing BEC's attention to any effects that the use of new release will have on hardware
- Troubleshooting and resolution of faults
- Replacement of hardware on warranty and repairing faulty parts (for a fee), including any

- workarounds e.g loan equipment
- Monthly preventative maintenance
- Provide advice in regard to the use of the hardware and/or software already listed in this tender document.
- Manage software license and hardware warranty and inform BEC at least three (3) months before expiry.
- Regular hand holding of Systems Administrators for their continuous improvement in skills base
- Backup and Data recovery of Microsoft Windows Servers
- Call outs

**Contract Duration**

The services are required for a contract duration of three (3) years

**Technical Requirements from the Bidders**

- Certified staff  
Vendor shall have at least 1 certified installer on each product.  
Vendor shall have at least 1 reference site on the proposed product
- It should be noted that as per the evaluation matrix, the more of these items a bidder has increases its prospects of successfully being awarded the contract.

BEC reserves the right to inspect the performance of the bidder prior to the commencement or in between the work progress. The inspection may cover all areas related to the contract order especially the methodology, manpower, infrastructure etc.

The Service Provider shall cooperate with other Service Providers recognized by BEC and so instructed.

At times, at the request of BEC, the Service Provider shall investigate the cause of an incident and its elimination, even if it is likely to have been caused by the interaction of several systems and/or components. The parties shall set out in advance how these services are to be paid for in advance where it has been proved that the incident was not caused by hardware or software maintained by the Service provider.

BEC envisages the process of implementing the Enterprise Storage Array solution to be conducted in the following order:

Phase 1: The successful bidder shall procure and deliver the enterprise storage array to BEC.

Phase 2: The successful bidder shall install, configure and test the supplied enterprise storage array

Phase 3: The successful bidder shall migrate data from the current storage array to the supplied enterprise storage array

Phase 4: Acceptance Testing and Commissioning of the supplied storage solution shall be conducted by BEC and the successful bidder.

**4 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:

	2010-11	2011-12	2012-13
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**

**(f) 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 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.

**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**

<b><u>Tender Activities</u></b>
<b><i>Issue ITT</i></b>
<b><i>Tender Closing Date</i></b>
<b><i>Evaluation of Responses</i></b>
<b><i>Preferred Supplier approval by BEC Tender Committee</i></b>
<b><i>Contract Negotiations</i></b>
<b><i>Tender Award</i></b>
<b><i>Start Project</i></b>
<b><i>Complete Project</i></b>

**10 Attachments**

Additional Conditions of Tender

**11 Attachments**

**1. Additional Conditions for this Tender**

**1.1 Subcontracting**

If the bidder acts as a lead consultant in a consortium, the lead consultant is encouraged to link with locally based firms to facilitate the incorporation of local knowledge, expertise and perspective in the assignment. The lead consultant will be responsible for overall quality control and the performance of the consortium.

If the bidder chooses to utilise a sub-contractor for the delivery of parts of the proposed solution, full details of the sub-contractor and the scope of the work to be performed should be disclosed in the bid.

In the event of a consortium, or group of companies jointly delivering a bid, full details of each of the legal entities involved and the legal contract between the parties will be required. The Form of Response must be completed for each of the legal entities involved.

In the event of a consortium or group of companies jointly delivering a bid or a bidder utilizing a sub-contractor, the name of the company that stands as a prime contractor should be clearly indicated in the bid. This company will be the signatory to any contract.

Any change in the constitution of the firm, etc. shall be notified forthwith by the contractor in writing to BEC Tender Committee, and such change shall not relieve any former member of the firm from any liability under the contract.

**1.2 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.

**1.3 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 BNEPS is English and all documents and correspondence must be in English.

**1.4 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.

**1.5 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.

**1.6 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.

**1.7 Performance Bond**

A performance bond is not needed for this tender.

**1.8 Penalty Clauses**

The contract is to contain mandatory penalty clauses relating to delays in delivery of the goods and services.

**1.9 Proprietary Interests**

Proprietary interest on all deliverables produced by the company will belong to BEC.

**1.10 Project Review and Control**

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

**1.11 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.

**1.12 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.

**1.13 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

**Appendix 1: Technical Evaluation Criteria**

<b>Technical Evaluation Matrix</b>				
<b>Item No</b>	<b>Criteria</b>	<b>Max Score</b>		<b>Scoring Criteria</b>
1.14a	Capacity and Capability to provide HP	5	5	Bidder has at least 2 engineers certified in HP Blade server and HP 3-Par storage products
			4	Bidder has at least 1 engineer certified in HP Blade Server and HP 3-Par Storage

	Hardware support		3	Bidder has at least 2 engineers who hold training certificates in HP Blade servers and HP 3-Par storage but not certified
			2	Bidder has at least 1 engineer who holds a training certificate on HP Blade Servers and HP 3-Par storage but not certified
			1	Bidder has at least 1 engineer who holds a training certificate in either blade servers or HP 3-Par storage
			0	Bidder does not have any engineer who has a training certificate on blade servers or on HP 3-Par storage
1.14b	Experience of current staff on providing HP Hardware Support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on HP blade servers and HP 3-Par storage
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on HP Blade servers and HP 3-Par storage
			3	Bidder has 1 engineer that has 2 years of providing support on HP Blade Servers and HP 3Par storage
			2	Bidder has 1 engineer that has 1 years' experience of providing support on HP Blade Servers and HP 3-Par storage
			1	Bidder has one engineer who has experience of providing support on HP Blade servers but no experience in providing support on HP 3-Par storage and vice versa.
			0	Bidder does not have any engineer who has experience of providing support on HP Blade Servers or HP 3-Par storage
1.14c	Bidder's references sites on HP Hardware deployment or support	5	5	Bidder has 3 reference sites on either deployment or support of HP Blade servers and HP 3Par storage
			4	Bidder has 2 reference sites on either deployment of HP Blade servers and HP 3Par storage or support HP Blade servers and HP 3Par storage
			3	Bidder has 1 reference sites on either deployment or support of HP Blade servers and HP 3Par storage
			2	Bidder has 1 reference sites on either deployment or support of HP 3-Par storage
			1	Bidder has 1 reference site on either deployment or support of HP Blade servers
			0	Bidder does not have any reference sites on HP Blade server or HP 3-Par storage deployment
1.14d	Capability and Capacity to provide Microsoft Windows Server 2008/2012 Support	5	5	Bidder has at least 2 engineers certified in Windows Server 2008 or Windows Server 2012
			4	Bidder has at least 1 engineer certified in Windows Server 2008 or Windows Server 2012
			3	Bidder has at least 2 engineers who hold training certificates in Windows Server 2008 or Windows Server 2012 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Windows Server 2008 or Windows Server 2012 but not certified
			1	N/A
			0	Bidder does not have any engineer who has a training certificate in Windows Server 2008 or Windows Server 2012
1.14e	Experience of staff in providing Microsoft Windows Server 2008/2012 support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Windows Server 2008 or Windows Server 2012
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Windows Server 2008 or Windows Server 2012
			3	Bidder has 1 engineer that has 2 years of providing support on Windows Server 2008 or Windows Server 2012
			2	Bidder has 1 engineer that has 1 years' experience of providing support on Windows Server 2008 or Windows Server 2012
			1	N/A
			0	Bidder does not have any engineer who has experience of providing support on Windows Server 2008 or Windows Server 2012
1.14f	Bidder's reference sites on Windows Server 2008/2012 support	5	5	Bidder has 3 reference sites on either deployment or support of Windows Server 2008 or Windows Server 2012
			4	Bidder has 2 reference sites on either deployment or support of Windows Server 2008 or Windows Server 2012
			3	Bidder has 1 reference sites on either deployment or support of Windows Server 2008 or Windows Server 2012
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Windows Server 2008 or Windows Server 2012

1.14g	Capability and Capacity to provide Microsoft Exchange Server 2010/2013 support	5	5	Bidder has at least 2 engineers certified in Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			4	Bidder has at least 1 engineer certified in Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			3	Bidder has at least 2 engineers who hold training certificates in Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013 but not certified
			1	Bidder does not have any engineer who has a training certificate in Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			0	N/A
1.14h	Experience of current staff to provide Microsoft Exchange Server 2010/2013 Support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			3	Bidder has 1 engineer that has 2 years of providing support on Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
1.14i	Bidder's reference sites on Microsoft Exchange Server 2010 /2013 support	5	5	Bidder has 3 reference sites on either deployment or support of Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			4	Bidder has 2 reference sites on either deployment or support of Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			3	Bidder has 1 reference sites on either deployment or support of Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Exchange Server 2010 or Microsoft Exchange Server 2013
1.14j	Capability/Capacity to provide Microsoft Systems Centre 2012 support	5	5	Bidder has at least 2 engineers certified in Microsoft Systems Centre 2012
			4	Bidder has at least 1 engineer certified in Microsoft Systems Centre 2012
			3	Bidder has at least 2 engineers who hold training certificates in Microsoft Exchange Server 2010 or Microsoft Systems Centre 2012 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Microsoft Systems Centre 2012 but not certified
			1	Bidder does not have any engineer who has a training certificate in Microsoft Systems Centre 2012
			0	N/A
1.14k	Experience of current staff to provide Microsoft Systems Centre 2012 support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Microsoft Systems Centre 2012
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Microsoft Systems Centre 2012
			3	Bidder has 1 engineer that has 2 years of providing support on Microsoft Systems Centre 2012
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Systems Centre 2012
1.14l	Bidder's reference sites on Microsoft Systems Centre 2012 support	5	5	Bidder has 3 reference sites on either deployment or support of Microsoft Systems Centre 2012
			4	Bidder has 2 reference sites on either deployment or support of Microsoft Systems Centre 2012
			3	Bidder has 1 reference sites on either deployment or support of Microsoft Systems Centre 2012

			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Systems Centre 2012
1.14 m	Capability and Capacity to provide Microsoft SharePoint Server support	5	5	Bidder has at least 2 engineers certified in Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			4	Bidder has at least 1 engineer certified in Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			3	Bidder has at least 2 engineers who hold training certificates in Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010 but not certified
			1	Bidder does not have any engineer who has a training certificate in Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			0	N/A
1.14n	Experience of current staff to provide Microsoft SharePoint Server support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			3	Bidder has 1 engineer that has 2 years of providing support on Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
1.14o	Bidder's reference sites on Microsoft SharePoint Server support	5	5	Bidder has 3 reference sites on either deployment or support of Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			4	Bidder has 2 reference sites on either deployment or support of Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			3	Bidder has 1 reference sites on either deployment or support of Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft SharePoint Server 2013 or Microsoft SharePoint Server 2010
1.14p	Capacity and capability to provide Microsoft Lync Server support	5	5	Bidder has at least 2 engineers certified in Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			4	Bidder has at least 1 engineer certified in Microsoft Lync Server 2013 or Microsoft SharePoint Server 2010
			3	Bidder has at least 2 engineers who hold training certificates in Microsoft SharePoint Server 2013 or Microsoft Lync Server 2010 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Microsoft Lync Server 2013 or Microsoft Lync Server 2010 but not certified
			1	Bidder does not have any engineer who has a training certificate in Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			0	N/A
1.14q	Experience of current staff to provide Microsoft Lync Server support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			3	Bidder has 1 engineer that has 2 years of providing support on Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			2	N/A

			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Lync Server 2013 or Microsoft Lync Server 2010
1.14r	Bidder's reference sites on Microsoft Lync Server support	5	5	Bidder has 3 reference sites on either deployment or support of Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			4	Bidder has 2 reference sites on either deployment or support of Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			3	Bidder has 1 reference sites on either deployment or support of Microsoft Lync Server 2013 or Microsoft Lync Server 2010
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft Lync Server 2013 or Microsoft Lync Server 2010
1.14s	Capacity and capability to provide Microsoft SQL Server support	5	5	Bidder has at least 2 engineers certified in Microsoft SQL Server 2008 or Microsoft Lync Server 2012
			4	Bidder has at least 1 engineer certified in Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			3	Bidder has at least 2 engineers who hold training certificates in Microsoft SQL Server 2008 or Microsoft SQL Server 2012 but not certified
			2	Bidder has at least 1 engineer who holds a training certificate in Microsoft SQL Server 2008 or Microsoft SQL Server 2012 but not certified
			1	Bidder does not have any engineer who has a training certificate in Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			0	N/A
1.14t	Experience of current staff to provide Microsoft SQL Server support	5	5	Bidder has 2 engineers that have at least 2 years' experience of providing support on Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			4	Bidder has 2 engineers that have at least 1 years' experience of providing support on Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			3	Bidder has 1 engineer that has 2 years of providing support on Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft SQL Server 2008 or Microsoft SQL Server 2012
1.14u	Bidder's reference sites on Microsoft SQL Server support	5	5	Bidder has 3 reference sites on either deployment or support of Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			4	Bidder has 2 reference sites on either deployment or support of Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			3	Bidder has 1 reference sites on either deployment or support of Microsoft SQL Server 2008 or Microsoft SQL Server 2012
			2	N/A
			1	N/A
			0	Bidder does not have any reference sites on either deployment or support of Microsoft SQL Server 2008 or Microsoft SQL Server 2012
1.14v	Provision of a draft Service Level Agreement	5	5	Bidder has submitted a draft Service Level Agreement
			0	Bidder has not submitted a draft Service Level Agreement
<b>Maximum Score for Stage 2:</b>		<b>110</b>		

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