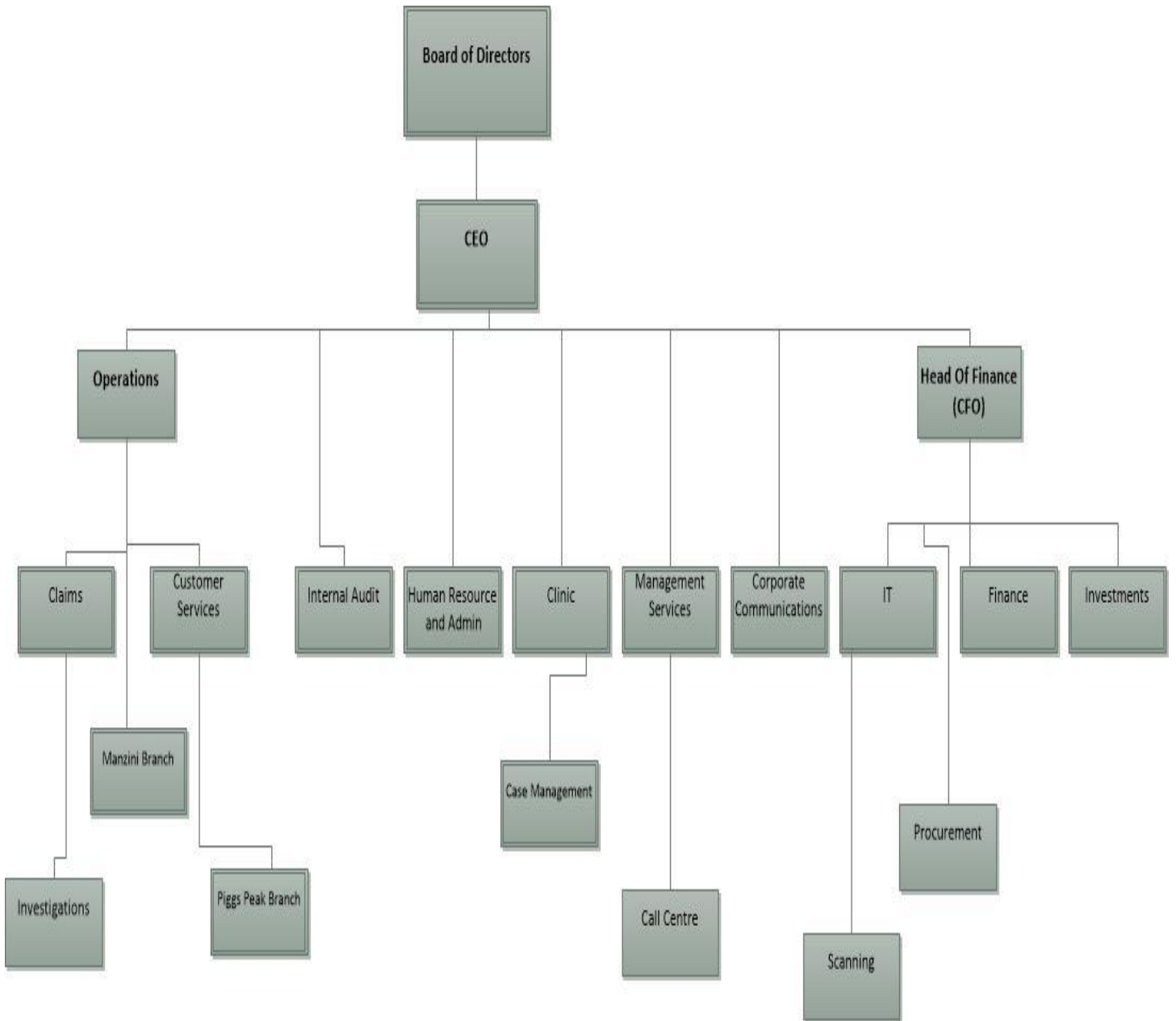

3. BACKGROUND

Sincephetelo Motor Vehicle Accidents Fund (SMVAF) is a category A Public Enterprise created as an instrument through which the government of Eswatini treats, rehabilitates and compensates victims of road traffic accidents. It is a Fund also empowered to collaborate with stakeholders in the prevention of accidents.

Sincephetelo Motor Vehicle Accidents Fund is a replacement of the Third Party Insurance that was operational in the country between 1973 – 1986 wherein victims of traffic accidents claimed compensation. However, the increase in traffic accidents hiked premiums and motorists could not afford keeping up with their payments. As a result, many people that were injured in traffic accident could not be compensated.

The Government of Eswatini established a universal cover for victims of traffic accidents that would be sustained by a fuel levy which currently sits at 35 cents a litre.

3.1 Organisational Structure

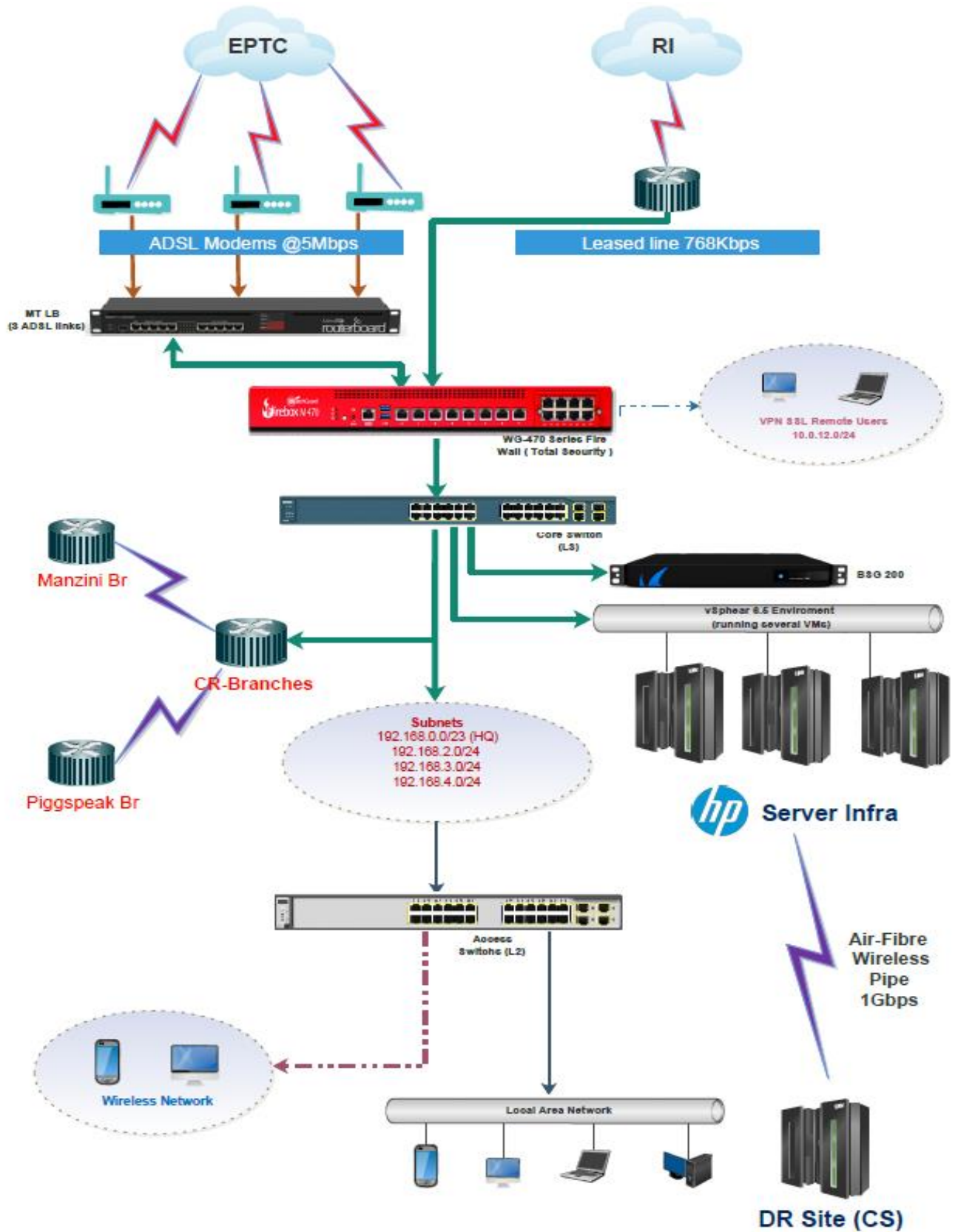


3.2 Current Systems

Current systems and servers (80% of the listed are virtualized);

Server Name	Applications
ACCPAC-SERVER	(Sage Accpac300 & D-Bit Payroll)
BACKUP-SERVER	(MVA User Documents)
DC01-SERVER	(Primary Domain Controller)
DC02-SERVER	(Secondary Domain Controller)
EDMS-SERVER	(Electronic Document System)
ENAC-REPLICA	(MAN3000 & AP's Controller)
ENAC-SERVER	(Claims System)
EX16-SERVER	(Emails System)
MVAREC	(Call Center Voice Recording)
MVAOSSC	(Call Center Telephone System)
SCCM-SERVER	(Windows Server Updates Services)
SKYPEFB-SERVER	(IM Intranet & External Chat)
SMVAF-EFTSERVER	(Claims & FNB Integration)
vCENTER-SERVER	(ESXi Host Controller)
OPENSCAPE BUSINESS X8	(PABX Telephone System)
WATCH GUARD XTM33	(SMVAF Firewall & Security Tool)

3.3 Network Layout



4. OBJECTIVE AND SCOPE

4.1 Objective

The purpose of this project is to automate SMVAF current business processes, Standard Operating Procedures (SOP) and policies in an integrated and modernized solution which will further integrate with the current existing systems.

Existing systems to interface with;

- Clinic Management System
- Electronic Document Management System
- Sage Accpac
- Unify Telephone Management System which includes the Call Centre

Components to Automate;

- Claims Management
- Case Management
- Human Resource
- Corporate Communications

.The current process maps and Statement of User Requirements will be shared as the Project Manager will be required to an opinion on the adequacy of these documents before they are shared with solution providers during the tendering process.

4.2 Project Management Scope

SMVAF is inviting qualified and extensively experienced project management companies to manage the implementation of its Enterprise Wide Management System. The Project Manager will be responsible for the completion of the project on time, within budget and meeting the quality criteria and requirements of the Fund. The project manager shall run the project within the constraints laid down by the project steering committee, report to the committee and lead the SMVA Fund's project team.

The Project Manager Shall:

- Define project goals, objectives and success criteria
- Establish and maintain project quality
- Time estimation and schedules for development and ensure there are met
- Identify and document project assumptions
- Develop and present milestone review and briefings
- Serve as the single point of contact for project communication with the implementers
- Identify and manage project risks

- Define and Execute change management strategy
- Recommend sign off and payment of deliverables
- Set project documentation standards
- Report project progress to various project structures

Hand over a functional tested system to the Fund after deployment

4.3 Project Manager's Roles

The Project Manager shall have the following roles at the different stages of the project;

4.3.1 Project Start Up

- Develop a Project Initiation Document containing as a minimum:
 - Project Plan
 - Scope of Work
 - Assumptions
 - Defined project deliverables
 - Project Budget
 - Milestones
 - Schedule of resource requirements
 - Risk analysis and response plans
 - Communications plan
 - Deliverables acceptance criteria and the acceptance process
 - Procurement and change management plans
- Obtain stakeholder approval and acceptance of the project plan
- Obtain organizational commitment and support for completion of project task assignments, timing and quality
- Establish the SMVAF project implementation team and assign duties.

4.3.2 Project Execution –Requirements analysis, design, build and customize, system testing, user acceptance and go live

- Manage and monitor day to day activities and provide direction to team members and supporting organizations
- Manage and monitor quality targets and goals (both project and product)
- Manage and monitor risk response strategies
- Disseminate project information and maintain communication
- Facilitate user training

4.3.3 Project Control

- Develop and distribute project performance reports. Regularly review project status, evaluating performance criteria (scope, cost, schedule & quality)
- Develop and manage corrective action plans
- Evaluate project performance and initiate change requests as required (scope, cost, schedule or quality)
- Participate in change control team to review and approve product / project changes
- Adjust project planning as required, to include approved changes in scope, timing, cost or quality after obtaining SMVAF executive approval

4.3.4 Project Close Out

- Facilitate product testing
- Obtain management approval and acceptance of completed product
- Complete contract closeout
- Closeout open action items
- Ensure that user manuals are prepared
- Prepare and present post-implementation report
- Hand over functional solution to SMVAF Management and IT for support

4.4 Qualifications of Project Manager

The project manager should have the following qualifications and experience:

- Recognized project management qualifications
- Experience in managing complex IT solutions
- A degree in any IT related field
- Familiar with enterprise wide applications
- Experience with software deployments including integration
- Experience in similar implementations in the insurance industry
- Experience in data conversion and migration
- Substantial experience in IT infrastructure

5 TERMS AND CONDITIONS

5.1 Company Background

Respondents must include an overview of their company, showing but not limited to, company structure, shareholding, number of staff, etc.

5.2 Delivery of the service

The project will be delivered to SMVAF Head Office, Mbhilibhi Street in Mbabane, branch offices, in Manzini and Piggs Peak.

5.3 References

The respondent is required to provide a list of at least three references relating to project management services of similar nature and size.

Each reference should contain the following information as a minimum:

- a) Name, address and other relevant particulars of the client;
- b) Name, position and contact details of client principal contact;
- c) Nature and scope of the assignment;
- d) Cost of the project

5.4 Validity of Response

It is a requirement of this Proposal that proposals remain valid for a period of three (3) months from date of Proposal closing.

5.5 Malpractice

Responses from prospective bidders 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 person will refrain from submitting a response.
- b. Having directly, or indirectly canvassed any officer or representative of SMVAF for acceptance of their proposal.
- c. Having adjusted the price offered by, or in accordance with, any other person.
- d. Having offered, directly or indirectly, valuable consideration to any officer or representative of SMVAF, for acceptance of their proposal.
- e. The bidder must not be affected by any potential conflict of interest and shall have no particular link with other bidders or parties involved in the project.
- f. Any attempt by a bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the Evaluation Committee during the process of examining, clarifying, evaluating and comparing Proposals will lead to the rejection of its Proposal and may result in administrative penalties.

SMVAF reserves the right to suspend or cancel the project if corrupt practices of any kind are discovered at any stage of the award process or during the implementation of a contract and if SMVAF fails to take all appropriate measures to remedy the situation.

5.6 Contract Award

- i) A tenderer who scores the highest final score shall be selected as the preferred tenderer and will be recommended for the award of the contract. Approval of award and of contract does not constitute a contract award.
 - ii) An intention of a notice to award in terms of the circular No. 3 of 2015 dispensed by the Swaziland Public Procurement Authority shall be issued. The notice shall allow for a notice period of at least 10 working days from the dispatch and publication of the notice before the award of the contract.
 - iii) The intention to award will be sent and published to the Swaziland Public Procurement Authority website www.sppra.co.sz.
 - iv) Non-Conformities, Errors and Omissions to any conditions stated anywhere in this will lead to disqualification.
- Tender price should be valid for 90 days.
 - Note that SMVAF payment terms are 30 days from the date of invoice.
 - Successful tenderers will be required to sign the service level agreement/contract.

- It is SMVAF's sole discretion to award or not to award any of the tenderers nor will SMVAF be bound to give reasons for not awarding any or all of the tenderers.

5.7 Confidentiality

The entire evaluation procedure is confidential. The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound by secrecy.

The evaluation reports and written records, in particular, are for official use by SMVAF only and may not be communicated to neither the bidders nor to any other party.

5.8 Withdrawal, substitution and Modifications

- In the event that a tenderer wishes to withdraw the tender, a formal letter addressed to the Chairman of the Procurement Committee shall be written before opening date of tender.
- There shall be no refund of the tender fee for any withdrawals
- No tenders may be withdrawn in the interval between the deadline for submission of tenders and the expiration of its validity.
- Where a tenderer wishes to substitute or modify a tender, He/she shall do so in writing addressed to sebenele@mva.org.sz. Modified/replaced tender documents shall be clearly marked and submitted before the closing date of the tender.
- No tenders may be modified after the deadline for submission of tenders.

At any time prior to the deadline for submission of applications, the SMVAF may amend the request for proposals by issuing addenda. Any addendum issued will be communicated to all applicants who have notified SMVAF of their intention to submit proposals and/or will be made available on the SMVAF website (www.mva.org.sz). To give prospective applicants reasonable time to take an addendum into account in preparing their proposals, the SMVAF may, at its discretion, extend the deadline for the submission of applications

5.9 RFP Status

The RFP shall not constitute a binding contract between SMVAF and the Bidder; neither will SMVAF be legally bound to acquire any product(s) submitted for evaluation.

5.10 Emailed / Faxed responses

Emailed or Faxed responses will not be accepted

5.11 Opening of Proposals

The official opening of Proposals will take place at SMVAF headquarters, Mbabane immediately after the close of the Proposal. Bidders who wish to witness the opening are welcome to be present.

5.12 Electronic copies

No electronic copies of the RFP shall be distributed

5.13 Evaluation cost

- Any costs incurred by SMVAF during the evaluation process will be for SMVAF's account only.
- Any costs incurred by the Bidder in response and in support of this RFP, is for the Bidder's account only. The Bidder's participation in this RFP and its related costs, are viewed as a marketing opportunity for the Bidder and not for invoicing purposes at any stage.

5.14 RFP and Representations

1. The RFP is, and shall remain, the property of the SMVAF. It may only be used for the purpose of preparing a Proposal in response.
2. No person receiving the RFP shall disclose to any person its content in whole or in part, or copy its content in whole or in part, or allow it to be disclosed or copied.
3. The SMVAF does not warrant the accuracy of the content of the RFP and the SMVAF shall not be liable for any omission from the RFP.
4. No representation made by or on behalf of the SMVAF in relation to the Proposal or the RFP (or their subject matter) shall be binding on the SMVAF unless that representation is in writing and is incorporated into the contracts to be formed on the basis of the RFP and the successful Proposal and subsequent Proposal.

5.15 Enquiries

All queries regarding this RFP should be addressed via email to -

Email: procument@mva.org.sz

Deadlines for enquiries will be on the **5th of February 2019**

5. PRICING

Bidders are to provide a detailed price breakdown of their solution. All pricing is to be in Eswatini Lilangeni. Where a system component is priced in a foreign currency, the amount in Eswatini Lilangeni and the exchange rate used must be clearly shown in schedules. Overall price totals must be in Eswatini Lilangeni in order to assist with the evaluation of the Financials.

All prices must be inclusive of all **relevant Government duties, including Value Added Tax** and this must be clearly indicated in all the pricing schedules. Prices shall remain valid for three (3) months for all deliverables.

Please note that all exclusions must be clearly stated.

6. FORMAT OF RESPONSE

6.1 Response Requirement Table

The response **must** follow and adhere to the outline defined below. Failure to comply with the outlined format would result in automatic disqualification.

<p>A</p>	<p>Cover Letter/Bidder Certifications</p>	<p>Proposals must include a cover letter signed by the person in the Bidder's organization who is responsible for the decision as to the prices being offered in the proposal. Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof. By submitting a signed proposal, the Bidder's signatories certify that in connection with this procurement:</p> <ul style="list-style-type: none"> • The Bidder's organization or an agent of the Bidder's organization has arrived at the prices in its proposal without consultation, communication or agreement with any other respondent or with any competitor for the purpose of restricting competition. • the prices quoted in the proposal have not been knowingly disclosed by the Bidder's organization or by an agent of the Bidder's organization and will not be knowingly disclosed by same, directly or indirectly, to any other respondent or to any competitor, and • No attempt has been made or will be made by the Bidder's organization or by any agent of the Bidder's organization to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
<p>B</p>	<p>Management Summary</p>	<p>Provide a narrative summary of the proposal being submitted. This summary should identify all product(s) and/or service(s) that are being offered in the proposal. A brief description of the Bidder's organization and its history may also be included.</p> <p>Cost figures should specifically not be stated in this section.</p>
<p>C</p>	<p>Bidder References</p>	<p>Each Bidder must furnish a list of a minimum of three (3) references that will be capable for</p>

		verifying information supplied by the Bidder in their proposal. Three (3) of the references submitted must be of a similar project as this one. The SMVAF reserves the right to contact and/or visit any party listed as a reference.
D	Statement of Capability	The bidder has to outline their capability to deliver work of the required magnitude and previous work that shows their capability. This should, as a minimum include all the information as requested in section 6.5
E	Financial Stability Documentation	Bidders responding to this RFP must be able to substantiate their financial stability. Audited financial statements for the last two financial years along with additional supporting documentation must be submitted with each proposal. SMVAF may request reports of financial stability from independent financial rating services in order to further substantiate stability.

6.1.1 EVALUATION CRITERIA

Tenderers will be evaluated on **TECHNICAL** and **FINANCIAL** competence. The Technical proposal will weigh 80% and the Financial will weigh 20%. The minimum Technical Score required to pass is: **70%**. Kindly submit two separate proposals: Technical and Financial proposal.

i) Technical Evaluation:

	ITEM	Points
1	Understanding of the project and scope of work	10
2	Detailed work plan with time frames for the overall project	15
3	Verifiable track record of successful implementation of a similar project	10
4	Organisational capability to implement this project	10
5	Qualifications of team	10
7	Required Documents	5
8	TOTAL	80

ii) Financial Evaluation:

The financial evaluation of the tenders will follow the following process:

- The evaluation team will review the financial bids and determine the evaluation price for each proposal;

	ITEM	Points
1	Pricing	10
2	Financial Capacity	10

iii) Final Evaluation:

- The weighted technical and financial scores shall be added together to give a total score for each proposal
- Proposal with highest score shall be recommended for award
 - As outlined above, SMVAF will adopt a two-envelope system and evaluate proposals using a **Quality and Cost-Based Selection Model**. The Technical proposals will be evaluated first. Thus, it is important and compulsory to submit a separate technical proposal and separate financial proposal, each wrapped in a separately sealed envelope and clearly marked 'technical proposal' and 'financial proposal', respectively.

6.2 Organisational Profile

Applicants shall include an overview of the company structure covering subsidiary companies, holding companies and a company history since inception covering growth and number of staff. Other important issues to consider include:

- When was the Bidder incorporated?
- How long has the Bidder been a provider / service provider of project management services
- Is there any pending litigation against the Bidder?
- Industry certification of hardware proposed

6.3 Terms and Conditions

6.3.1 Closing date and delivery address.

The Bidder's response to this RFP must be sealed and delivered before the closing date and time, to the following delivery address:

The Secretary to the Tender Committee

Sincephetelo Motor Vehicle Accidents Fund
SMVAF-RFP-003/2018/19 Provision of Project Management Services for the
Implementation of An Enterprise Wide Management System
PO BOX 4239
Mbabane

Bid documents must be received at Sincephetelo Office Park, Mhilibhi Street, Mbabane Swaziland not later than 12 noon ,12 February 2019

6.3.2 Packaging Requirement

Technical and Financial proposals shall be submitted. These proposals should be separated and clearly marked "TECHNICAL" and "FINANCIAL". The separate, sealed envelopes of both the financial and technical proposals should then be sent to SMVAF in ONE sealed envelope clearly marked as follows:

- **"SMVAF-RFP-003/2018/19: "Provision of Project Management Services for the Implementation of an Enterprise wide Management System"** and addressed as at 6.3.1 above.
- Tenderers are expected to submit 1 ORIGINAL document of the tender document and 4 copies.



6.4 Late response

No late responses will be accepted.

6.5 Statement of Capability

6.5.1 Consultant capability

Bidders shall include a statement of capability that will detail the level of resources available within their organization to deliver the goods and services requested in this request.

Where applicable, this should include but not be limited to:

Bidder staff resources

Applicants should clearly indicate the level of resources available within the organization to deliver the stipulated services. Such information must clearly indicate the names, qualifications, experience and CVs of all personnel who will implement, maintain and support the setup. Other important issues to consider include:

- *Total number of Employees*
- *Number of staff who are certified (state certification) in project management*

Bidder Clients

A list of existing customers for whom all or part of the services requested in this document has been implemented by the Bidder. Other important issues to consider include:

- Number of active clients
- Number of active clients
- Largest client staff size
- Smallest client staff size

7. PROPOSAL PROCEDURE

7.1 Eligibility

Tenderers should also provide the following:

- Company profile.
- An Original Tax Compliance Certificate.
- A certified copy of Trading License.
- A certified copy of VAT Registration Certificate
- A certified copy of labour compliance certificate
- A certified copy of Form J and Form C
- Certified Copies of National IDs of Company's Directors
- A copy of the Tenderers Company audited annual financial statements for the past three (3) years or since inception.
- Names and Contact Details of at least three (3) reference customers
- Proof of payment for the tender fee.

7.2 Preliminary evaluations

The proposals will be reviewed using the criterion set in the table below to determine if mandatory requirements are met. **Failure to provide any of the following mandatory requirements will result in a proposal being disqualified.**

	ABC LTD	XYZ LTD
Company Profile	✓	✗
An Original Tax Compliance Certificate.	✗	✓
A certified copy of Trading License	✓	✓
A certified copy of labour compliance certificate	✓	✓
A certified copy of Form J and Form C	✓	✗
Police clearance for company directors	✗	✓

A copy of the Tenderers Company audited annual financial statements for the past three (3) years or since inception.	✓	✓
--	---	---

SMVAF requires that Tenderers observe the highest standard of ethics during the procurement process and execution of contracts. When used in the present regulations, the following terms are defined as follows;

- ii) **“Corrupt practice”** means the offering, giving, receiving, or soliciting of anything of value to influence the action of a company official in the procurement process or in contract execution; and
- iii) **“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of SMVAF, and includes collusive practice among tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive SMVAF of the benefits of free and open competition. SMVAF will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being blacklisted from procurement at SMVAF.
- iii) Tenderers and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or submission of tenders. In addition to any other remedies available under any law or any contract, the SMVAF may at its sole discretion immediately reject any tender submitted by a tenderer that engaged in any collusive tendering, anti-competitive conduct or other similar conduct with any other tenderer or any other person in relation to the preparation or submission of Tenders.
- iv) Any collusion amongst Tenderers or between Tenderers and SMVAF personnel is for bidden and discovery of any such act will disqualify the Tenderer(s) and result in disciplinary action against the SMVAF employee. The tender, or contract if it has been concluded already, will be declared invalid if SMVAF determines that the Tenderer, or any person acting on his behalf, has offered, promised or given a bribe, gift or other inducement to an officer or employee of SMVAF with the intention of influencing the award of the contract.

The Tenderer should provide satisfactory evidence acceptable to SMVAF to show that:

- v) It is a reputable company who has adequate technical knowledge, professional qualification, and wide experience in performing the desired task

- vi) It has adequate financial stability and status to meet the stipulations under the contract. It is financially solvent and without current judgments or any other financial background which could prevent it from operating bank accounts, raising finance and conducting other activities which are essential to the running of a business.

- vii) It has an adequately qualified and experienced team assigned for the work under this tender.

Tenderers are advised to provide all relevant information as required.

7.3 Payments

- i) When claiming payment, the Consultant shall submit an invoice to the SMVAF. The invoice shall be submitted together with supporting documentation, addressed to the SMVAF.

- ii) SMVAF shall make payments to the Consultant within 30 days of receipt of a valid invoice.

- iii) The payment terms shall be as follows: *as agreed with the successful tenderer.*

- iv) The currency of payment of the Contract shall be in Eswatini Lilangeni.

8. APPENDICES

8.1 Appendices – Form of Response

Form of response must contain the following

Company Name	
Company Registration Number	
Country of Registration	
Physical Address	
Postal Address	
Telephone Number	
Fax Number	
Email & URL	
Contact Address of eSwatini	
Designated Authorised Representative for this Project	Name: Position: Qualifications: Tel: Fax: Email:
Company Referees	1. 2. 3.
Signed : Respondent's Authorised Representative	

9. BID FORM

Service provider must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.

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

The Secretary to the Tender Committee
Sincephetelo Motor Vehicle Accidents Fund
SMVAF Office Park

P.O. Box 4239
Mbabane

Dear Sir/Madam

I, the undersigned, offer to provide **PROJECT MANAGEMENT SERVICES FOR THE IMPLEMENTATION OF AN ENTERPRISE WIDE MANAGEMENT SYSTEM** to the Sincephetelo Motor Vehicle Accidents Fund in accordance with your Request for

Proposal dated and our Proposal.

I hereby submit our Proposal, which displays compliance to the requirements and evaluation criteria. I hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposal. My Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if my Proposal is accepted, to provide services for conducting SMVAF Customer Satisfaction Survey related to the assignment on the date to be agreed upon. We understand that the SMVAF is not bound to accept the lowest or any proposal.

Yours sincerely,

Authorized Signature: _____

Date: _____

Email Address: _____

Business Address: _____

10. DECLARATION OF ELIBILITY

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

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

To: **The Secretary to the Tender Committee**
Sincephetelo Motor Vehicle Accident Fund
SMVAF Office Park
P.O. Box 4239
Mbabane

Dear Sir/Madam,

Re Tender Reference: **RFP No: 003/2018/19 – PROVISION OF PROJECT MANAGEMENT SERVICES FOR THE IMPLEMENTATION OF AN ENTERPRISE WIDE MANAGEMENT SYSTEM**

We hereby declare that: -

- (a) We, have the legal capacity to enter into the contract;
- (b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- (c) We have fulfilled our obligations to pay taxes and social security contributions;
- (d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- (e) We do not have a conflict of interest in relation to the procurement requirement.

Signed

Authorised Representation

Date.....

