

ESWATINI WATER SERVICES CORPORATION



REQUEST FOR PROPOSALS

RFP No. EWSC_06 OF 2020/2021

SELECTION OF FIRM

PROJECT NAME

ESWATINI WATER SERVICES CORPORATION CALL CENTRE MANAGEMENT SYSTEM

THE IMPLEMENTATION OF A CALL CENTRE MANAGEMENT SYSTEM FOR ESWATINI
WATER SERVICES CORPORATION

NAME OF TENDERER

.....
(Tenderer to fill using block letters)

Eswatini Water Services Corporation
P.O. Box 20
Mbabane.
Tel 2416 9000
Fax 2416 3616/7

Physical Address
Emtfonjeni Building
Corner MR 103 and Cultural Village Drive
Ezulwini

June 2020

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**RE: THE IMPLEMENTATION OF A CALL CENTRE MANAGEMENT SYSTEM FOR
ESWATINI WATER SERVICES CORPORATION**

The Eswatini Water Services Corporation hereby invites proposals, both technical and financial, for the implementation of a Call Centre Management System in accordance with the enclosed RFP. Tender documents are downloadable at EWSC website www.swsc.co.sz

Bids shall be valid for a period of 90 days after bid opening and must be accompanied by a tender bond of E10, 000.00, Power of Attorney, proof of payment of E500, valid trading license, and a valid compliance clearance, and uploaded to the below link:

[EWSC Supply and Implementation of a Call Centre Management System](#)

**Eswatini Water Services Corporation
Emtfonjeni Building
Corner MR 103 and Cultural Village Drive
Ezulwini**

The closing time for receipt of tenders is 12:00hrs June 26, 2020 at which time they will be opened in the presence of tenderers who elect to attend. Facsimile, and late tenders shall not be accepted.

**J. MASHWAMA
MANAGING DIRECTOR**

2.1

DEFINITIONS

- (a) *"Client"* or *"the Corporation"* means the Eswatini Water Services Corporation as represented by the **Managing Director** of the **Eswatini Water Services Corporation** or any persons as may be authorized by the Corporation.
- (b) *"Tenderer"* means any entity or person that may provide or provides the Services to the Client under the Contract
- (c) *"Contract"* means the Contract signed by the Parties and all the attached documents that is the General Conditions (GC), the Special Conditions (SC), and the Appendices

"corrupt practice" as the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
- (d) *"Data Sheet"* means such part of the Instructions to Tenderers / Service Providers used to reflect specific assignment conditions
- (e) *"Day"* means calendar day
"fraudulent practice" as a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the borrower, and includes collusive practices among
- (f) *"Government"* means the Government of Eswatini
- (g) *"Instructions to Tenderers"* means the document which provides Tenderers with all information needed to prepare their Proposals
- (h) *"LOI"* (Section 1 of the RFP) means the Letter of Invitation being sent by the Client to the Tenderers
- (i) *"Personnel"* means professionals and support staff provided by the Tenderer or by any secondments and assigned to perform the Services or any part thereof; *"Foreign Personnel"* means such professionals and support staff who at the time of being so provided had their domicile outside Eswatini; *"Local Personnel"* means such professionals and support staff who at the time of being so provided had their domicile inside Eswatini
- (j) *"Proposal"* means the Technical Proposal and the Financial Proposal
- (k) *"RFP"* means this Request For Proposals
- (l) *"Services"* means the work to be performed by the Tenderer pursuant to the Contract

- (n) *"Terms of Reference"* (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, tasks to be

performed, respective responsibilities of the Client and the Service Provider, and expected results and deliverables of the assignment.

2.2 Introduction

The Client shall select a firm among those listed in the Letter of Invitation (Section 1), in accordance with the quality and cost based method of selection in the data sheet.

The Tenderers are invited to submit a Technical Proposal (Section 3) and a financial proposal (Section 4) for the services to be contracted. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected tenderer.

The cost of preparing the proposal and of negotiating the contract are not reimbursable as a direct cost of the assignment, and the Client is not bound to accept any of the proposals submitted.

It is the Corporation's policy to require that its Officials as well as contractors observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the Corporation:

Defines, for the purposes of this document;

- (i) "corrupt practice" as the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

- (ii) "fraudulent practice" as a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the borrower, and includes collusive practices among Tenderers (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition.

May reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;

May institute legal action if it at any time it determines that corrupt or fraudulent practices were engaged in by representatives of the Corporation during the selection process or the execution of the contract.

May declare a tenderer ineligible, either indefinitely or for a stated period of time, to be awarded a Corporation contract if it at any time determines that the tenderer has engaged in corrupt or fraudulent practices in competing for, or in executing, a Corporation contract; and

Reserves the right to require that a provision be included requiring Tenderers to permit the Corporation to inspect their accounts and records relating to the performance of the contract and to have them audited by auditors appointed by the Corporation.

Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

Tenderers shall furnish information as described in the Financial Proposal submission form (Section 4A) on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the tenderer is awarded the contract.

Tenderers shall be aware of the provisions on fraud and corruption stated in the Standard Contract.

2.3
**Clarification and
Amendment of
RFP Documents**

Tenderers may request clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing by paper mail, electronic mail to the Client's address indicated in the Data Sheet (Section 2.1). The Client will respond by paper mail, or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited Tenderers who intend to submit proposals.

At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited tenderer, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex, facsimile, or electronic mail to all invited Tenderers and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

2.4 Bid Price

Unless otherwise stated in the Particular Conditions:

- (a) the Contract Price shall be the lump sum Accepted Contract Amount and is not subject to adjustments.
- (b) the Contractor shall pay all taxes, duties and fees required to be paid by him under the Contract, and the Contract Price shall not be adjusted for any of these costs, unless required by legislation.
- (c) any quantities or price data which may be specified in this document shall be used for the purposes stated and may be inapplicable for other purposes.

2.5
**PREPARATION
OF PROPOSAL**

**2.5.1 Technical
Proposal**

In preparing the Technical Proposal, Tenderers are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

While preparing the Technical Proposal, Tenderers must give particular

attention to the following:

If a tenderer considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual tenderers(s) or entities in a joint venture or sub consultancy, as appropriate. Tenderers shall not associate with the other Tenderers invited for this assignment.

It is desirable that the majority of the key professional staff proposed be permanent employees of the tenderer or have an extended and stable working relationship with it.

Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position. (Section 3F)

The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- (i) A brief description of the tenderer's organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate, *inter alia*, the profiles of the staff proposed, duration of the assignment, and the tenderer's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and on the hardware & software recommendations, data, a list of services, facilities and deliverables to be provided by the Client (Section 3C).
- (iii) A description of the proposed solution, methodology and work plan for performing the assignment (Section 3D).
- (iv) The list of the proposed team by specialty, the tasks that would be assigned to each team member, and their timing (Section 3E).
- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal (Section 3F). Key information should include number of years working for the tenderer/entity and degree of responsibility held in various assignments during the last three (3) years.

-
- (vi) Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Sections 3E and 3G).
 - (vii) A detailed description of the proposed methodology, staffing, monitoring and training, as the Data Sheet specifies training as a major component of the assignment.

The Technical Proposal shall not include any financial information.

**2.5.2
Financial
Proposal**

In preparing the Financial Proposal, Tenderers are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4). It lists all costs associated with the assignment, including (a) remuneration for staff (foreign and local, in the field and at headquarters), and (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, as it is a major component of the assignment. These costs should be broken down by activity and, if appropriate, into foreign and local expenditures.

The Financial Proposal should clearly estimate, as a separate amount, the taxes, duties, fees, levies, and other charges imposed under the applicable law, on the Tenderers, the sub Tenderers, and their personnel (other than nationals or permanent residents of the government's country), unless the Data Sheet specifies otherwise.

Commissions and gratuities, if any, paid or to be paid by Tenderers and related to the assignment will be listed in the Financial Proposal submission form (Section 4A).

The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the contractor is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the Tenderers who do not agree have the right not to extend the validity of their proposals.

2.6 Submission, Receipt, and Opening of Proposals

The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the tenderer itself. Any such corrections must be initialed by the persons or person who sign(s) the proposals.

An authorized representative of the tenderer must initial all pages of the proposal originals. The representative's authorization is confirmed by a written Power of Attorney accompanying the technical proposal. Technical proposals shall also include the firm's valid trading license, a valid tax clearance certificate, Power of Attorney, Form C, Form J, Certificate of incorporation **Labour Compliance Certificate, Directorship Police Clearance**, fully completed **Eligibility criteria form in terms of the procurement act 2011(Attached)**.

For each proposal, the Tenderers shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.

The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and shall be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE."

The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet (Section 2.1). Any proposal received after the closing time for submission of proposals shall be returned unopened.

After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the evaluation committee. The Financial Proposal shall remain sealed and shall be kept in the Managing Director's safe until all

submitted proposals are opened publicly.

2.7 Proposal Evaluation

2.7.1 General From the time the bids are opened to the time the contract is awarded, if any tenderer wishes to contact the Client on any matter related to its proposal, they shall do so in writing to the address indicated in the Data Sheet (Section 2.1). Any attempt by the tenderer to influence the Client in the Client's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the tenderer's proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, including any reviews and issuance of a "no objection", is concluded.

2.7.2 Evaluation of Technical Proposals The evaluation committee, appointed by the Corporation, evaluates the proposals on the basis of their responsiveness to the Terms of Reference (Section 5), applying the evaluation criteria, sub criteria (typically not more than three per criteria), and point system specified in the Data Sheet. For each responsive proposal, the tenderer shall be invited for a technical proposal presentation which shall also be evaluated. Each responsive proposal will be given a technical score (St).

A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

After the evaluation of quality is completed, the Corporation shall notify those contractors whose proposals did not meet the minimum qualifying mark or were considered nonresponsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Corporation shall simultaneously notify the contractors that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The notification may be sent by registered letter, facsimile, or electronic mail.

**2.7.3
Public
Opening
and
Evaluation
of
Financial
Proposals:
Ranking
(QCBS,
Fixed-
Budget,
and
Least-
Cost
Selection
Methods
Only)**

The Financial Proposals shall be opened publicly in the presence of the contractors' representatives who choose to attend. The name of the contractor, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened.

The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have priced all items in the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), and correct any computational errors. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed under the applicable law; and to be applied to foreign and non-permanent resident Tenderers (and to be paid under the contract, unless the contractor is exempted), and estimated as per para. 3.7.

The lowest Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal;

$T + P = 1$) indicated in the Data Sheet: $S = S_t \times T\% + S_f \times P\%$. The tenderer achieving the highest combined technical and financial score will be invited for negotiations.

2.8 Negotiations Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.

Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the tenderer to improve the Terms of Reference. The Client and tenderer will then work out final Terms of Reference, staffing, and bar charts indicating activities, staff, periods in the client's location and in the home office, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Works" and form part of the contract. Special attention will be paid to getting the most the tenderer can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment. (Section 3G & 3H)

Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff (no breakdown of fees) nor other proposed unit rates.

Having selected the tenderer on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the tenderer may be disqualified.

The negotiations will conclude with a review of the draft form of the contract. To complete negotiations the Client and the tenderer will initial the agreed contract. If negotiations fail, the Client will invite the tenderer whose proposal received the second highest score to negotiate a Contract. (Section 7)

2.9 Award of Contract

The awarding of contract shall be recommended to the best evaluated tenderer, as determined by the evaluation methodology and criteria specified in the invitation document.

The contract award decision shall be taken by the appropriate approvals authority, but the award decision does not constitute a contract. Following the contract award decision, the client will prepare a notice indicating the name of the best evaluated tenderer, the value of the proposed contract and any

evaluation scores. The notice will be sent to all tenderers who submitted tenders by letter and, where appropriate, by fax or email; and will be Published on the Eswatini Public Procurement Regulatory Agency website.

The Client will allow a period of at least ten working days to elapse from the date of dispatch and publication of the notice before a contract is awarded.

The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the unopened Financial Proposals of those consultants who did not pass the technical evaluation.

**2.10
Confidentiality**

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the contractors who submitted the proposals or to other persons not officially concerned with the process, until the winning tenderer has been notified that it has been awarded the contract.

2.11 Data Sheet

The name of the Client is: **Eswatini Water Services Corporation**

The method of selection is: **Quality and Cost Basis**

Name of Assignment: **The implementation of a Call Centre Management System for Eswatini Water Services Corporation**

Technical and Financial Proposals are requested: **Yes, in separate sealed envelopes**

The assignment is phased: **No.**

The name(s) of the Client's official(s) are:

Mr. Innocent Mkhombe - Information Technology Manager
InnocentM@swsc.co.sz

Clarifications may be requested: **Not later than five (5) days before the submission date.**

Language : English

Currency : Emalangeni

The address for requesting clarifications is: procurement@swsc.co.sz

(i) Selected tenderer/entity may associate with other shortlisted tenderers: **No**

Proposals must remain valid **90 days** after the submission date.

Tenderers must submit an original and **3 additional copies** of each proposal:

Proposals shall be hand delivered to;

Physical address:

Eswatini Water Services Corporation
Emtfonjeni Building
Corner (MR 103) and Cultural Village Drive
Ezulwini

Information on the outer envelope should also include: **THE IMPLEMENTATION OF A CALL CENTRE MANAGEMENT SYSTEM FOR ESWATINI WATER SERVICES CORPORATION**

Proposals shall be valid for a period of 90 days after submission date and addressed to;

The Managing Director
Eswatini Water Services Corporation Headquarters,
Emtfonjeni Building
Corner (MR 103) and Cultural Village Drive
Ezulwini

on or before **12.00 noon, 26 June 2020**, at which time they will be opened in the presence of tenderers who elect to attend.

The number of points to be given under each of the evaluation criteria are:

Points

(i)	Specific experience of the tenderer in relevant to the assignment Relevant experience >= 5 years 20	20
(ii)	Adequacy of the methodology and work plan in responding to the Terms of Reference:	
	a) Proposed solution and description	25
	b) Technical approach and methodology	10
	c) Work plan	10
	Total points for criterion (ii):	45
(iii)	Experience, qualifications and competence of the key staff for the Assignment Team Lead Degree in Electronics /computer science or other relevant degree Technicians Diploma in Electronics /computer science or other relevant degree Marketing Specialist Degree in Marketing/ Customer Service/ Call Centre Management	20
(iv)	Technical proposal presentation	10
(v)	Participation by nationals / locals among proposed team	5
	Total Technical Points:	100

The minimum technical score (St) required to pass is **70 (Seventy Points)**

The formula for determining the financial scores is the following:

[Either $S_f = 100 \times F_m/F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration, or another proportional linear formula]

The weights given to the Technical (T) and Financial Proposals (F) are:

T= 0.8, and

P=0.2

Currency conversion will not be carried out. Evaluation will take place in the Emalangeni or Rands only.

Section 3. Technical Proposal - Standard Forms

- 3A. Technical Proposal submission form.
- 3B. Firm's references.
- 3C. Comments and suggestions of Tenderers on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 3D. Description of the methodology and work plan for performing the assignment.
- 3E. Team composition and task assignments.
- 3F. Format of curriculum vitae (CV) for proposed professional staff.
- 3G. Time schedule for professional personnel.
- 3H. Activity (work) schedule.

3A. TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

The Managing Director:

We, the undersigned, offer to provide the professional services for [Title of professional services] in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Tenderer:
Address:

3B. FIRM'S REFERENCES
Relevant Services Carried Out in the Last Three Years
That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		Nº of Staff:
Address:		Nº of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services
Name of Associated Tenderers, If Any:		Nº of Months of Professional Staff Provided by Associated Tenderers:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Tenderer's Name: _____

**3C. COMMENTS AND SUGGESTIONS OF TENDERERS ON THE TERMS OF REFERENCE AND ON
HARDWARE & SOFTWARE RECOMMENDATIONS, DATA, SERVICES, AND FACILITIES TO BE PROVIDED
BY THE CLIENT**

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the hardware & software recommendations, data, services, and facilities to be
provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

3D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

3E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

3F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

3G. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

			Months (in the Form of a Bar Chart)												
Name	Position	Reports Due/Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of Months
															Subtotal (1)
															Subtotal (2)
															Subtotal (3)
															Subtotal (4)

Full-time: _____
 Reports Due: _____
 Activities Duration: _____

Part-time: _____

Signature: _____
 (Authorized representative)

Full Name: _____

Title: _____

Address: _____

3H. ACTIVITY (WORK) SCHEDULE

A. Field Investigation and Study Items

	<i>[1st, 2nd, etc. are weeks from the start of assignment.]</i>												
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													

B. Completion and Submission of Reports

Reports	Date

Section 4. Financial Proposal - Standard Forms

- 4A. Financial Proposal submission form.
- 4B. Summary of costs.
- 4C. Breakdown of price per activity.

4A. FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

The Managing Director

We, the undersigned, offer to provide the services for [Title of services] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is exclusive of the local taxes, which we have estimated at [Amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

4B. SUMMARY OF COSTS

No	Item	Amount
1.	Professional implementation services	
2.	Maintenance and support (1 year)	
3.	Travelling and Subsistence	
	Subtotal	
	Taxes	
	Total Amount of Financial Proposal	

4C. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: <u>1</u>	Item.: <u>Professional implementation Services</u>
Product/Component	Amount
Total	

Activity No.: <u>2</u>	Item.: Maintenance and support (1 year)
Product/Component	Amount
Total	

Activity No.: <u>2</u>	Item.: Travelling and Subsistence
Product/Component	Amount
Total	

Section 5. Terms of Reference

5.1 Introduction

5.1.1 The Eswatini Water Services Corporation (EWSC) desires to improve customer experience and service delivery, as a result, EWSC seeks to implement a call Centre management system for use by the Call Centre section.

5.2 Objectives

The objective of the project is to implement a call Centre management system for EWSC.

5.3 Description of Works

The description of works for the implementation of a call management system shall include, but not be limited to;

5.3.1 Assessment

The service provider shall undertake a holistic requirement / needs analysis for the implementation of the system.

5.3.2 Intelligent Call Distribution

The system shall allow for automatic call distribution and skill-based call routing. Call prioritization shall be established based on customer segmentation.

5.3.3 Call Recording and Call Status

The solution shall automatically record and archive recorded calls for retrieval and /or analysis when needed. The solution shall also identify call statuses, that is, call waiting, missed calls, dropped calls, e.t.c.

5.3.4 Self-Help Tools

The solution shall provide an Interactive Voice Response (IVR) to guide customers to quickly get solutions on their own. The system shall also provide a Call Back Option to allow customers to avoid the hold on call queue.

5.3.5 Reporting and Analytics

Various reports, in multiple formats, shall be generated from the system for a varied audience.

5.3.6 Security and Access Control

The solution shall provide for security controls for managing, auditing & protection of recorded / archived calls. A role-based security shall be provided be provided to stored data.

5.4 Additional Functionality

At tenderers' discretion, proposals may describe additional hardware / software components, and functionality that may be useful to the Corporation, with pricing.

5.5 Training

The tenderer shall carry out the training for various category of stakeholders / users on the system including technical training for technical support staff.

5.6 End of Services

The contractor shall supply, install and configure the system in accordance with the contract, and shall remedy any defects in the Works. The Works shall be deemed complete when the services scheduled in these ToR have been provided, and fit for the purposes intended.

Section 6. Conditions of Contract

6.1 General Conditions of Contract

The standard form of contract shall be the:

FIDIC (Fédération Internationale des Ingénieurs- Conseils /International Federation of Consulting Engineers) Client/Contractor Model Services Agreement

Published by FIDIC

Switzerland

Third Edition 1998

Copies of the FIDIC Conditions of Contract can be obtained from:

FIDIC Secretariat

P.O. Box 86

1000 Lausanne 12

Switzerland

Facsimile: 41 21 653 5432

Telephone: 41 21 653 5003

Section 7: Agreement

This Agreement made the _____ day of _____ Between

_____ of _____

(Hereinafter called "the Client") of the one part

and _____

of _____ (hereinafter called "the Contractor") of the other

part.

Whereas the Client desires that certain Services should be performed by the Contractor,

namely

And has accepted a proposal by the Contractor for the performance of such Services.

1) The following documents shall be deemed to form and be read and construed as

part of the Agreement, namely:

- a) The Letter of Acceptance;
- b) The Conditions of the Client/Contractor Model Services agreement (General Conditions and Particular Conditions-Section 6 &7);
- c) The Terms of Reference (Refer to Section 5)

d) The Financial Proposal (Refer to Section 4)

e) The Technical Proposal (Refer to Section 3)

2) In consideration of the payments to be made by the Client to the contractor as hereinafter mentioned the Contractor hereby agrees with the Client to perform the Services in conformity with the provisions of the Agreement.

3) The Client hereby agrees to pay the Contractor in consideration of the performance of the Services such amounts as may become payable under the provisions of the Agreement at the times and in the manner prescribed by the Agreement. In Witness whereof the parties hereto have caused this Agreement to be executed the day and year first before written in accordance with their respective laws.

Authorized signature(s) of Client

In the presence of:

Name _____

Signature _____

Address _____

Authorized signature(s) of Contractor

In the presence of:

Name _____

Signature _____

Address _____

ANNEXURES

ANNEXURE 1: TENDER BOND

(N.B. A Tender submission that is without a Tender Bond is invalid)

(N.B. An authorized financial institution may either utilize this page or, alternatively, attach a separate Tender Bond document in similar format)
FORM FOR TENDER BOND

WHEREAS Messrs.....

Of.....

(Name and Address of Tenderer)

Hereinafter referred to as the "Tenderer" has on

.....date) submitted his Tender for **TENDER NO.**

EWSC_06 of 2020/21: THE IMPLEMENTATION OF A CALL CENTRE MANAGEMENT SYSTEM FOR ESWATINI WATER SERVICES CORPORATION

AND WHEREAS the said Tenderer has undertaken to abide by his Tender so submitted for a period of (90) calendar days from the date of bid opening herein above stated, or such other period as may mutually be agreed between Eswatini Water Services Corporation, represented by the Managing Director of Eswatini Water Services Corporation and the Tenderer and notified to us by the EWSC.

NOW WE,

(Name and Address of Financial Institution registered in the Kingdom of Eswatini) hereby guarantee and undertake to pay to the account of the EWSC on first demand in writing and without reference to the Tenderer the sum of EMALANGENI TEN THOUSAND (E10,000.00).

PROVIDED THAT

- a) This Tender Bond remains valid, and
- b) The EWSC declares in writing that the Tenderer has failed to abide by his undertaking that the Tender shall remain open for acceptance within the specified period or that the Tenderer is unwilling for some reason (which shall be clearly stated) to abide by this Tender or enter into a contract agreement with the EWSC for

TENDER NO. EWSC_06 of 2020/21: THE IMPLEMENTATION OF A CALL CENTRE MANAGEMENT SYSTEM FOR ESWATINI WATER SERVICES CORPORATION

This Tender Bond shall remain valid in the first instance until.....
(Calculated as Ninety (90) calendar days from the date of submission of the said Tender), and will be extended upon written application by the EWSC at least one (1) working day in advance of the last date of validity.

.....
(Authorised Signature)

.....
(Date)

.....
(Name of Signatory)

.....
(Seal/Stamp of Financial Institution)

.....
(Position of Signatory)

ANNEXURE 2: ELIGIBILITY CRITERIA

ELIGIBILITY CRITERIA IN TERMS OF THE PROCUREMENT ACT 2011	
Bidder:	Date:
JV Partner:	
LEGAL REQUIREMENT	RESPONSE/EVIDENCE
Our firm has the legal capacity to enter into the contract	Certificates of incorporation, Forms C and J, Trading licences Power of attorney.
Our firm is not insolvent, in receivership, bankrupt or being wound up. Its affairs are not being administered by a court or a judicial officer, its business activities have not been suspended, and it is not the subject of legal proceedings for any of the foregoing	Audited financial statements for the past three years enclosed. Confirmation by signature of authorised signatory: i.....
Our firm has fulfilled its obligations to pay taxes and social security contributions	Valid tax clearance certificate for Government and parastatal tenders enclosed SNPF Compliance Certificate
It adheres to basic labour legislation viz; in respect to satisfactory, safe and healthy conditions.	Labour Compliance Certificate enclosed
Our firm, or any of its directors/key personnel do not have any conflict of interest in relation to the procurement requirements and do not have circumstances in which we can benefit whether directly nor indirectly from the procurement process.	Confirmation by signature of authorised signatory: i.....
Our firm, or any of its directors/key personnel or officers, have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of five years preceding the commencement of procurement proceedings	Confirmation by signature of authorised signatory: i.....

<p>Our company and none of its directors or officers have been suspended from participating in the tendering process by SPPRA for the reasons specified in Section 56 of the Act</p>	<p>Confirmation by signature of authorised signatory: i.....</p>
<p>Our company and its directors and officers are not a government owned entity, are not public officers or politicians as defined in Section 60 of the Act</p>	<p>Confirmation by signature of authorised signatory: i.....</p>
<p>EWSC bid document purchase receipt</p>	<p>Enclosed</p>