



## **CALL OF TENDERS**

### **For the selection of a service provider for support and maintenance of Integrated Information Management System IIMS**

The United Cities and Local Governments of Africa (UCLG Africa) is the umbrella organization and the united voice and representative of local government in Africa. It results from the unification of the three pre-existing continental groupings of local governments, namely the African Union of Local Authorities (AULA), the Union des Villes Africaines (UVA) and the Africa Chapter of the União das Cidades e Capitais Lusofonas Africanas, (UCCLA).

UCLG Africa is an institution that gathers 40 national associations of local governments from all regions of Africa as well as the 2000 cities that have more than 100.000 inhabitants. Therefore through its membership, UCLG Africa represents nearly 350 million Africans citizens.

UCLG Africa is a founding member of the United Cities and Local Governments (UCLG) world organization, and its regional section for Africa. UCLG Africa is currently headquartered in the City of Rabat, The Kingdom of Morocco, where it enjoys a diplomatic status as a Pan-African International Organization.

The UCLG Africa Secretariat consists of the Secretary General and the administrative staff at the UCLG Africa Headquarters and at the regional offices of UCLG Africa. The Secretary General is appointed by the Executive Committee and is the Chief Executive and Accounting Officer of the administration and secretariat of the UCLG Africa and is accountable to the Executive Committee. Its role includes managing the secretariat, supervising the regional offices of the UCLG Africa; and Taking charge of the implementation of activities and programs of the UCLG Africa.

## **I. NATURE AND OBJECT OF THE CONTRACT**

### **1. Background**

The UCLG Africa currently has a deployed Integrated Information Management System IIMS running on MS Office 365 , SharePoint and it related APPS.

### **2. Content of the mission**

The service provider will:

- Implement security and maintenance updates as needed ( including to modules and core updates)
- Be responsible for ongoing maintenance inclusive of version updates, security updates, fixes to bugs, licence management of the IIMS ensuring that they continue to run smoothly and are protected from security threats.

### **3.Title of the Contract**

Service contract for support and maintenance on Integrated Information Management System IIMS

### **4. Eligible Conditions**

Only service providers with demonstrated experience, understanding as how local governments works, longevity of operations and technical competencies to provide managed services solicited.

A short-list of three such service providers has been selected by UCLG Africa.

### **5. Duration of the Contract**

The duration of the contract is one year covering the period from the 1<sup>st</sup> January to the 31<sup>th</sup> December 2020.

### **6. Budget**

The budget available for the implementation of this contract, shall not exceed € **60,000**. Price is a factor in assessing bids.

### **7. Quotation**

The quotations should contain :

- Qualifications
  - a. Business profile
  - b. Team expertise
- Technical proposal:
  - a. Approach
  - b. Responsibilities and work process
- Financial proposal

## **8. Contractual Conditions**

By submitting an offer, the tenderer accepts the conditions of this contract.

Submission of a tender binds the Contractor during the entire performance of the contract.

Once the UCLG Africa Secretariat has accepted the tender, it shall become the property of the UCLG Africa Secretariat and it shall treat it confidentially. It is the understanding of the contractor that UCLG Africa will not be held responsible for any liabilities or compliance to intellectual or other rights stemming from its realization of the contract's provisions.

The UCLG Africa shall not reimburse expenses incurred in preparing and submitting tenders.

## **9. No obligation to Award the Contract**

The tendering procedure does not create any obligation for the UCLG Africa to award the contract.

Tenderers, whose tender has not been accepted may not claim any compensation, including when the UCLG Africa decides not to award the contract.

## **II. STRUCTURE OF THE OFFER AND GENERAL INFORMATION**

### **1. Documents to be submitted**

- 1) Technical offer
- 2) Financial offer

### **2. Points to be noted**

- 1) Offers shall be submitted as specified in the invitation to tender
- 2) Offers can only be submitted in English.
- 3) Tenderers shall carefully read and complete the tender declaration form (Declaration of Honor)
- 4) The technical offer shall explain in sufficient detail but in a concise manner how the tenderer plans to implement the services, following the technical specifications under point 5.3 below. CVs (personal brief professional history) of key persons such as project manager, editor, designer and technical assistant should be added to the technical offer. The tenderer shall also add references of similar services which are still ongoing or were recently carried out.
- 5) The financial offer must be expressed in EURO and should be inclusive of all fees and expenses.

6) When the whole service provision or part thereof would be sub-contracted it should be indicated in the technical offer, mentioning the part of the subcontracting in % of the entire service

7) Period of validity of the tender: 1 month from the deadline for the submission of tenders

### **3. Award criteria and non-compliance of tenders**

#### **- Award criteria and award of the contract**

Services will be awarded according to the qualitative award criteria below.

The evaluation of quality will be based solely on the information provided by the tenderers in the technical offer

The contract will be awarded to the most economically advantageous offer satisfying all the service requirements described in this document.

#### **The award will be calculated as follows:**

<b>Award Criterion</b>	<b>Weighting</b>
Price of the tender	50%
Tender quality	50%

To be taken into account for possible award of a contract, offers must at least reach a 50% score for each of the quality criteria and at least 60% of the total number of points.

### **4. Other Information**

The contract shall enter into force as soon as both parties have dated and signed both copies of the service contract

### **5. Closing date and time**

5.5.1 Bid proposals are also to be submitted by electronic mail to the attention of Mr. Youssef TANARHTE no later than the 15 November 2019 at 17:00 pm Morocco time, on in PDF format.

5.5.2 Late bid proposals shall not be accepted.

5.5.3 Bid proposals submitted without the required information and documents shall be considered incomplete and subject to disqualification.