



## **CALL OF TENDERS**

### **FOR THE SELECTION OF A SERVICE PROVIDER FOR SUPPORT AND MAINTENANCE OF INTEGRATED INFORMATION MANAGEMENT SYSTEM (IIMS)**

### **CALL OF TENDERS-SUPPORT AND MAINTENANCE OF IIMS-UCLG A/ 2021**

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 PURPOSE OF THE CONTRACT**

### **1. Background**

The UCLG Africa is soliciting proposals from qualified service providers to assume responsibility for the Support and Maintenance of Its Integrated Information Management Systems. For sustainability purposes, the service agreement being solicited through this RFQ will be for a 1-year duration. Objective to provide monthly service support and maintenance on the UCLG Africa's Customised built Integrated Information Management System on Office 365 and SharePoint platform.

The UCLG Africa currently has deployed Customised built Integrated Information Management Systems (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 modules and core updates)
- The service provider will 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.

The service provider will provide 24/7 support for emergencies in both French and English (regular support is only expected during regular working hours which will be minimum of 40 hours a month)

### **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 government works , longevity of operations and technical competencies to provide managed services are solicited.

A short list of three service providers will be selected by UCLG Africa.

### **5. Duration of the contract**

The duration of the contract is one year covering the period from the 1st January to the 31st December 2022.

## **6. Budget**

The budget available for the implementation of this contract shall not exceed 60 000 EURO.

## **7. Content of quotation**

The quotation should contain the following sections and information:

### Qualifications

- a) Business profile: Brief overview of product and services.
- b) Team Organization/Expertise: Brief of team members that will be assigned to the project, experience

### Technical Proposal

- a) Approach: Proposed strategy and options to address the full list of requirements The service agreement should include a list of services to be included as part of the IIMS maintenance and in support by the service agreement.
- b) Responsibilities and Work Processes: This section should outline expected divisions of roles and responsibilities, as well as workflows between the service provider and the UCLG Africa.

### Financial Proposal

The financial proposal may include the following.

UCLG Africa proposes a monthly bank of hours that can be divided between maintenance and security update requirements, troubleshooting, and new development requests (if needed) that will be determined through planning meetings.

## **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 UCLG Africa Secretariat has accepted the tender, it shall become its property and it shall be treated 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.

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

## **9. No obligation to award the contract**

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

Tenderers, Which Tender will not be accepted may not claim any compensation, including when UCLG Africa will decide 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. CV's 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 on going 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 sub-contracting in % of the entire service.
- 7) Period of validity of the tender : one month from the deadline for the submission of tenders

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

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

The evaluation of quality 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:

Award criterio	Weighting
Price of tender	30%
Tender quality	70%

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

#### **4. Other provisions**

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**

Bid proposals are also submitted by electronic mail to the attention of Mr Youssef TANARHTE no later than 19<sup>th</sup> November 2020 At 17:00 PM Morocco time in pdf format.

Late bid proposals shall not be accepted.

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