



BOTSWANA HOUSING CORPORATION

Expression of interest

BHC/FIN/PROC-PR05/F02

Revision No.: 00



EXPRESSION OF INTEREST

**EXPRESSION OF INTEREST (EOI)
TO PROPOSE A SYSTEM(S) THAT WILL INTEGRATE WITH
ALFRESCO SYSTEM FOR RECORDS MANAGEMENT AND
PROVISION OF 3 YEAR SUPPORT SERVICE**

Closing Date: 3RD DECEMBER 2024 @ 0900hrs



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1. INTRODUCTION

The Botswana Housing Corporation is a statutory entity mandated to provide housing, office and meet other housing needs of Government and Local Authorities.

BHC is inviting **100% Citizen Owned Companies** registered with Public Procurement Regulatory Authority (PPRA) **Code 120 ICT Systems and Management Services, Sub code 01 Systems Development Services and Maintenance Services** to submit proposals for a **system(s)** that will integrate with alfresco system for records management purposes.

2. SCOPE OF SERVICES

2.1 The Corporation implemented Alfresco Community Edition in August 2019 as the solution for document and records management across the organisation, SmartImage for daily Scanning and back scanning of records in all Records Management Units, while Trakem is being used for physical tracking of files. **Trakem and SmartImage** have been integrated with Alfresco to provide an electronic document and records management system.

2.2 The Corporation is intending to acquire **the same solution or any other new solution** that will be used to manage daily scanning of physical records, automatic processing and indexing of scanned images as well as managing movement of records, both physical and electronic throughout the record lifecycle. **The solution should be able to integrate with Alfresco.**

2.3 The **Electronic Document and Records Management System (EDRM)** solutions currently run on Oracle Linux 7.6 environment.

The required solutions(s) should be able to provide as a minimum the following functionalities;

- i. Allow scanning of records
- ii. Allow bar coding of records
- iii. Allow classification and verification of records
- iv. Ability to export scanned images to Alfresco.



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v. Ability to track and trace physical records.

BHC has a staff complement of 304 who all use Alfresco. Trakem and SmartImage are only used by Records and administration officers in all Records Management Units across the Corporation. There are currently 17 Records and Administration officers.

2.4 The supplier will be required to also provide;

2.4.1 Application Support

- i)** To provide operational support for a period of 3 years
- ii)** To provide enhancement or upgrade to existing functionalities during support period
- iii)** To provide new functionality whenever available
- iv)** Applying security and functional patches

2.4.2 Fault Support

- i)** To resolve end user queries
- ii)** To resolve application issues
- iii)** To resolve database issues
- iv)** Perform root cause analysis for all escalated issues.
- v)** Provide resolution documentation of all issues resolved.

2.5 The Corporation will require a minimum of 30 hours of support per month with unused hours rolling over to the next month in a quarter. At the end of the quarter unused hours will be forfeited by the Corporation. Additional hours required within the months will be billed using the service providers' hourly rate.

2.6 The service provider will be required to have in place a robust service desk system that can provide comprehensive reports on calls logged, how they were resolved, and time spent on resolution of the call. An ITIL compliant service desk will be preferable. The provider must also have a service / contract manager in place to manage the relations or provision of service to the BHC.

2.7 A Service Level Agreement (SLA) with clear service standards will be put in place.

2.8 Any intended use of subcontractors should be fully disclosed, with details of previous working relationships with the subcontractor, and the intended use of the subcontractors with respect to this proposal.



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2.9 State the licensing model options.

3 INSTRUCTIONS TO TENDERERS

3.1 General

Consultants are to read instructions carefully. No claim will be entertained on the grounds of failure to read and/or comply with the instructions resulting from lack of proper presentation.

3.2 Copies

Proposals must be submitted in a sealed envelope with One (1) Original and two (2) copies.

3.3 Responsiveness of Proposals

Failure to comply with this requirement may result on the proposal being rejected.

BHC reserves the right to assess only those proposals that are fully responsive.

3.4 Submission of Proposals

The proposals must be submitted in plain sealed envelope.

The documents must be **hand delivered to Procurement Office - BHC Broadhurst Office, Plot 10236/7 Lejara Road, Broadhurst Industrial, Gaborone not later than 0900hrs on 3rd December 2024.**



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4 EVALUATION OF PROPOSALS

4.1 Proposal Compliance

- a) Submit a Copy of a valid Tax Clearance Certificate.
- b) Submit a Copy of PPRA registration **Code 120 ICT Systems and Management Services, Sub code 01 Systems Development Services and Maintenance Services.**
- c) Submit a List of Company Directors as indicated in CIPA documentation
- d) Certified copies of IDs for Company Directors and Shareholders.
- e) Submission of dully filled **Declaration Form.**

Failure to submit any of the Compliance documents within (5) working days following a request to do so will result in DISQUALIFICATION of your proposal.



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5.0 Technical Evaluation

A detailed evaluation shall be conducted to determine the technical compliance of the proposal to the statement of minimum requirements. A technical evaluation shall only be conducted on proposals to determine eligibility and substantially compliant to the request. Proposals will be required to **score 70%** and above to be considered for short listing.

Table 1 Technical Evaluation

No	CRITERIA	INDICATOR	Scoring Detail (0-10)	WEIGHT
1	Organisation's experience in implementation of an EDRMS Solution	Company profile indicating number of implementing EDRMS projects	3 or more projects: 10 marks 2 projects: 6 marks 1 project: 3 marks 0 project: 0 marks	15
3	Organisation's experience in Provision of support for proposed solution	Company profile indicating a minimum of 3 years' experience in Provision of support for proposed solution.	Minimum 3 Years Support – 10 marks	15
			2-3 Years Support – 6 marks	
			1-2 Years support - 4 marks	
4	Technical Solution (s)	Methodology & Approach		25
		Outlined Project Management Plan including Risk Management & Quality Management	2 marks	
		Proposed solution(s) implementation Approach	6 marks	
		End User Training	2 marks	
5	CVs of relevant personnel	Experience of the proposed Team covering ALL the proposed solution(s) and their roles in the project.	Team Lead – 3+ years implementation and support experience of proposed solution – 5 Marks One Support Staff - 3+ years	25



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			<p>implementation and support experience of proposed solution – 5 Marks</p> <p>Total - 10 Marks</p> <p>Team Lead – 2-3 years implementation and support experience of proposed solution - 4 Marks</p> <p>One Support Staff – 2-3 years implementation and support experience of proposed solution – 4 Marks</p> <p>Total 8 Marks</p> <p>Team Lead – < 2 years implementation and support experience of proposed solution – 3 Marks</p> <p>One Support - < 2 years implementation and support experience of proposed solution – 3 Marks</p> <p>Total 6 Marks</p>	
6	References from past and recent clients	References should be clear if they are for support, implementation, or both. References should not be less than 2 years	<ul style="list-style-type: none"> • minimum of 3 references (2 implementation, 1 for support): - 10 marks • 2 References (1 for implementation, 1 for support – 6 marks • 1 reference for implementation or 1 for support – 3 marks 	15
7	Partnership with product owner	Indicate type of partnership with the owners of the solution(s) recommended. (e.g. Alfresco)	Partnership – 5 marks	5
TOTAL WEIGHTED SCORE				100



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- Proposals should score a minimum of 70% to be considered for shortlisting.

6.1 Proposal Reservation

Proposals are reserved for **100% citizen-owned** companies.

6.2 Queries

For any queries, please contact the following:

The Procurement Manager

E-mail: procurement_tenders@bhc.bw

Note: All queries must be routed through the Procurement Section. And note that the last day allowed for any clarifications and enquiries shall be on **26th November 2024**.



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SUPPLIER DECLARATION FORM

1. Name of Company.....

2. Name of Director.....

3. Postal Address.....

4. Telephone No.

5. Mobile.....

6. Fax No.....

7. Email:

8. Physical Address (Plot No. / City/ Town/ Village/ Ward)

.....

SIGNATURE:

COMPANY STAMP: