



**REQUEST FOR PROPOSAL (RFP)**  
**(For Low-Valued Services)**

<b>NAME &amp; ADDRESS OF FIRM</b>	<b>DATE: September 29, 2021</b>
	<b>REFERENCE: RFP/MWI/011-2021</b>

Dear Sir / Madam:

We kindly request you to submit your Proposal Consultancy for Implementation of a Call Centre Management System for Lilongwe City Council.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted and via email:

Proposals must be submitted on or before **Monday, October 13, 2021** using this generic email

[etenderbox.mw@undp.org](mailto:etenderbox.mw@undp.org) with the Mandatory email subject: **Consultancy for Implementation of a Call Centre Management System for Lilongwe City Council (bids will not be considered, if failed to adhere to this instruction)** address only.

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

[https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Tirnesh Prasad*  
*Head of Procurement*  
9/29/2021

### Description of Requirements

Context of the Requirement	Consultancy for Implementation of a Call Centre Management System for Lilongwe City Council.
Implementing Partner of UNDP	Lilongwe City Assembly
Brief Description of the Required Services <sup>1</sup>	<p>UNDP's Accelerator Lab is working with a diverse set of stakeholders to understand and find solutions for the challenge of unmanaged waste in Lilongwe. Only 12% of waste is collected in the four major cities, which leaves about 300,000 metric tonnes of solid waste uncollected each year. Much of this uncollected waste is disposed of indiscriminately in open spaces, waterways and along roadsides. The most common methods of disposal at household level are burning, dumping in open space and burying.</p> <p>Following a series of workshops and consultations with various stakeholders, a set of mobile-based applications and services, which include a hotline service for waste management, was identified as a potential solution for this challenge.</p> <p>Lilongwe City Council has recently implemented a toll-free call centre to provide general information about the council. The call centre is part of an on-going rebranding process of the council's public relations unit and is currently being operated by temporary staff.</p> <p>The staff have not undergone training in handling of waste management issues, and the call centre lacks digital infrastructure for real time information management and service monitoring.</p> <p><b>Objective</b></p> <p>UNDP would like to support testing of call centre services for waste management in Lilongwe City by extending Lilongwe City Council's call centre to support waste management. The extension aims to promote collaboration on managing waste between households, waste collectors, recyclers and the city councils.</p> <p>To achieve this, UNDP will support implementation of a Call Centre Management System (CCMS) for the council, and training of call centre staff on the system and handling of waste management issues.</p>

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

<p>List and Description of Expected Outputs to be Delivered</p>	<p>The contractor is expected to undertake the following activities for Lilongwe City Council:</p> <ol style="list-style-type: none"> <li>1. The Contractor will train the five agents who will be responsible in handling Call Centre Management System including Public Relations Office section, while technical training will include (Information Communications Technology) ICT section of Lilongwe City Council.</li> <li>2. Software Application provisions: <ol style="list-style-type: none"> <li>a. User friendliness should be provided in the application with various controls provided by the system's rich user interface.</li> <li>b. The system should make the overall management much easy and flexible.</li> <li>c. User information can be stored in a centralized database locally with sense of backup facilities.</li> <li>d. Tracking with reports.</li> <li>e. Information security with high degree of data integrity and encryption.</li> <li>f. Possibilities of integration with other applications such as email, SMS, accounting system and website.</li> <li>g. Handling inbound and outbound communications through multiple channels.</li> <li>h. Call recording and monitoring tools.</li> <li>i. Inbound of other channels: <ol style="list-style-type: none"> <li>i. Web chat (to enable customers interacting with us using chat),</li> <li>ii. Email (emails to be received and distributed to agents automatically),</li> <li>iii. Video Call (Real-time communication via the web),</li> <li>iv. SMS (Allowing customers to reach the council through SMS)</li> </ol> </li> </ol> </li> <li>3. Software support/license subscription should come out clearly.</li> </ol>
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	<p>4. Hardware Provision: Server, user workstation equipment and other relevant CCMS hardware solutions should be supplied.</p> <p>5. Call center setup will be handled by 5 user agents (preferred number of user agents for a start are 3). This gives an indication of resources assigned to these users working in Call Centre Section).</p>
Person to Supervise the Work/Performance of the Service Provider	The consulting firm will directly report to the Accelerator Lab team and Lilongwe City Council
Frequency of Reporting	Once a week
Progress Reporting Requirements	Per deliverable or achievement
Location of work	Lilongwe, Malawi
Expected duration of work	100 Days
Target start date	27 <sup>th</sup> October 2021
Latest completion date	31 <sup>st</sup> March 2022
Travels Expected	Travel is expected to be limited to Lilongwe,
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation (consultant to arrange own vehicle. UNDP will cover fuel or car hire) <input type="checkbox"/> Others <i>[pls. specify]</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

completing the services				
Currency of Proposal	<input checked="" type="checkbox"/> Malawi Kwacha (MWK) Currency conversion would be based on UN Operational Rate of Exchange of the bid submission date, available at <a href="http://treasury.un.org/operationalrates/OperationalRates.aspx">http://treasury.un.org/operationalrates/OperationalRates.aspx</a>			
Value Added Tax on Price Proposal <sup>2</sup>	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (on a separate) line <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>			
Payment Terms <sup>3</sup>	<b>Reporting period and key milestones</b>	<b>Report due</b>	<b>Payment Percentage</b>	<b>Review and Approvals</b>
	Payment upon submission and approval of inception report.	Two (2) weeks	40%	Accelerator Lab team and Lilongwe City Council
	Payment upon submission and approval of system design following user consultations.	Six (6) weeks	10%	Accelerator Lab team and Lilongwe City Council
	Payment upon submission and approval of first version of the system developed following demonstrations of prototypes and development versions.	Twelve (12) weeks	10%	Accelerator Lab team and Lilongwe City Council

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	Payment upon implementation of the final system and training of call centre users and IT staff.	Sixteen (16) weeks	20%	Accelerator Lab team and Lilongwe City Council
	Payment upon submission and approval of system support and maintenance report.	Twenty (20) weeks	20%	Accelerator Lab team and Lilongwe City Council
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Accelerator Lab team and Lilongwe City Council			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Expertise of the Firm 21% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 28% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 21%  <b><u>Financial Proposal (30%)</u></b>			

	To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions <sup>4</sup>	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP <sup>5</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others <sup>6</sup> [pls. specify]
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	<i>Mavuto Nkhoma</i>  <i>procurement.mw@undp.org; cc. mavuto.nkhoma@undp.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

<sup>4</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>5</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>6</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>7</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Other Information <i>[pls. specify]</i></p>	<ul style="list-style-type: none"> <li>• Documentations to be provided:</li> <li>• Appropriate signatures</li> <li>• Power of Attorney</li> <li>• Minimum documents provided</li> <li>• Technical and Financial Proposals</li> <li>• Bid Validity</li> <li>• CVs of all key personnel proposed for this consultancy.</li> <li>• Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;</li> <li>• Business Licenses – Registration Papers, Tax Payment Certification, etc.</li> <li>• Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc;</li> <li>• Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;</li> <li>• Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.</li> <li>• Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.</li> </ul>
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# Terms of Reference

## Consultancy for Implementation of a Call Centre Management System for Lilongwe City Council

<b>Location:</b>	Lilongwe
<b>Type of contract:</b>	Consultancy Firm
<b>Project:</b>	Accelerator Lab Network
<b>Languages Required:</b>	English
<b>Starting Date:</b>	27 <sup>th</sup> October 2021
<b>Duration of Initial Contract:</b>	100 working days
<b>Location</b>	Lilongwe
<b>Country</b>	Malawi

### Project Background

UNDP's Accelerator Lab is working with a diverse set of stakeholders to understand and find solutions for the challenge of unmanaged waste in Lilongwe. Only 12% of waste is collected in the four major cities, which leaves about 300,000 metric tonnes of solid waste uncollected each year. Much of this uncollected waste is disposed of indiscriminately in open spaces, waterways and along roadsides. The most common methods of disposal at household level are burning, dumping in open space and burying.

Following a series of workshops and consultations with various stakeholders, a set of mobile-based applications and services, which include a hotline service for waste management, was identified as a potential solution for this challenge.

Lilongwe City Council has recently implemented a toll-free call centre to provide general information about the council. The call centre is part of an on-going rebranding process of the council's public relations unit and is currently being operated by temporary staff.

The staff have not undergone training in handling of waste management issues, and the call centre lacks digital infrastructure for real time information management and service monitoring.

### Objective

UNDP would like to support testing of call centre services for waste management in Lilongwe City by extending Lilongwe City Council's call centre to support waste management. The extension aims to promote collaboration on managing waste between households, waste collectors, recyclers and the city councils.

To achieve this, UNDP will support implementation of a Call Centre Management System (CCMS) for the council, and training of call centre staff on the system and handling of waste management issues.

**Scope of consultancy**

The Council will hire agents specifically to handle call centre operations. Number of agents proposed are 5.

The council will start with 5 services.

The contractor is expected to undertake the following activities for Lilongwe City Council:

- ☐ The Contractor will train the five agents who will be responsible in handling Call Centre Management System including Public Relations Office section, while technical training will include (Information Communications Technology) ICT section of Lilongwe City Council.
- ☐ Software Application provisions:
  - ☐ User friendliness should be provided in the application with various controls provided by the system's rich user interface.
  - ☐ The system should make the overall management much easy and flexible.
  - ☐ User information can be stored in a centralized database locally with sense of backup facilities.
  - ☐ Tracking with reports.
  - ☐ Information security with high degree of data integrity and encryption.
  - ☐ Possibilities of integration with other applications such as email, SMS, accounting system and website.
  - ☐ Handling inbound and outbound communications through multiple channels.
  - ☐ Call recording and monitoring tools.
  - ☐ Inbound of other channels:
    - i. Web chat (to enable customers interacting with us using chat),
    - ii. Email (emails to be received and distributed to agents automatically),
    - iii. Video Call (Real-time communication via the web),
    - iv. SMS (Allowing customers to reach the council through SMS)
- ☐ Software support/license subscription should come out clearly.
- ☐ Hardware Provision: Server, user workstation equipment and other relevant CCMS hardware solutions should be supplied.
- ☐ Call center setup will be handled by 5 user agents (preferred number of user agents for a start are 3). This gives an indication of resources assigned to these users working in Call Centre Section).

**Approach and Methodology**

- The contractor is expected to apply best practices for requirements definition, system development, implementation and training.
- Developed applications will be accessible to authorized users or the general public at no cost.
- Where meetings are required UNDP and Lilongwe City Council will facilitate venue and invitations to participants.
- The contractor will arrange for their own travel when travel is required.
- All activities to be conducted in close consultation with UNDP Malawi's Accelerator Lab team and Lilongwe City Council.

### Key deliverable and schedule of payment

Reporting period and key milestones	Report due	Payment Percentage	Review and Approvals
Payment upon submission and approval of inception report.	Two (2) weeks	40%	Accelerator Lab team and Lilongwe City Council
Payment upon submission and approval of system design following user consultations.	Six (6) weeks	10%	Accelerator Lab team and Lilongwe City Council
Payment upon submission and approval of first version of the system developed following demonstrations of prototypes and development versions.	Twelve (12) weeks	10%	Accelerator Lab team and Lilongwe City Council
Payment upon implementation of the final system and training of call centre users and IT staff.	Sixteen (16) weeks	20%	Accelerator Lab team and Lilongwe City Council
Payment upon submission and approval of system support and maintenance report.	Twenty (20) weeks	20%	Accelerator Lab team and Lilongwe City Council

### Institutional Arrangements

UNDP Accelerator Lab team in collaboration with Lilongwe City Council will be responsible for the management of the contractor.

The Accelerator Lab team and Lilongwe City Council will be responsible for supporting the contractor during the contract period by providing necessary information and documents. The contractor will be based at their home or office and will be continuously engaging all relevant stakeholders using their own equipment such as computers, phone and vehicles, as required.

### Resources Provided

- a. UNDP will support the contractor in gaining access to relevant information;
- b. The contractor will have sole responsibility for all logistical, administrative and maintenance support necessary to its personnel for the duration of the contract with no responsibility on the part of UNDP. This shall include the following:

- The welfare of its staff including payment of salaries, medical insurance, medical and casualty evacuation in the event of a security breakdown.
- Arrangements for logistics across all aspects of the assignment including in-country transportation for its operations, accommodation, and any visa requirements.
- Security for all its personnel and assets. Neither the UNDP nor its national partners shall provide security facilities or be liable for any individual and material damage.
- Ensure adequate communication with UNDP.

### **Duration of the Assignment**

The duration of the assignment is from October 2021 to March 2022. In accordance with expected outputs and deliverables, the Consultancy Firm submits reports to the Accelerator Lab team and Lilongwe City Council for review of outputs, comments, and to certify approval/acceptance of works afterwards. In case of any delays to achieve the expected outputs, the Contractor should notify the Accelerator Lab team in advance to take necessary steps.

### **Key Performance Indicators and Service Level**

- The performance of service will be evaluated based on proportion of components developed and implemented according to user requirements.
- If the contractor does not meet the required service level, UNDP Malawi Country Office will not certify payments for the deliverable i.e., no payment will be made until the UNDP Office certifies and accepts the deliverable. Eventually, if the deliverables are not met as per specifications, the contract may be terminated as per UNDP Procurement rules and regulations.

### **Duty Station**

The duty station for this assignment is Lilongwe, Malawi and the Contractor is required to work from home or office.

### **Qualification, Team Composition and Experiences**

A minimum level of expertise and qualifications of the consulting firm should be as follows:

- Demonstrated at least 0.5 years' experience in development and implementation of information management systems.
- Demonstrated at least 0.5 years' experience in training of users and ICT staff.
- Relevant experience in working with government institutions.
- Flexibility and openness to accommodate clients' needs through agile iterative development methodologies.

The Consultancy Firm should appoint at least three (3) qualified experts to support activities. The team should comprise of one team leader and at least two other team members with demonstrable experience in development, implementation, and user training of information management systems.

Each proposed expert should have the following minimum education and experience:

- The team leader must have at least a master's degree in Computer Science, Information Systems, Information Technology, or related fields.
- The team leader should have at least 4 years of demonstrable experience in development,

implementation, and user training of information management systems.

- Team members must have at least a bachelor's degree in Computer Science, Information Systems, Information Technology, or related fields.
- The team members should have at least 2 years of demonstrable experience in development, implementation, and user training of information management systems.
- Team leader and team members must have command over English language and experience in working with government institutions in Malawi.

### Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise & reputation of Firm / Organization in development and implementation of information management systems	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
	<b>Total</b>	<b>1000</b>

Expertise of the Firm/Organization			Points obtainable
1.1	Reliability and history of the Firm / Reputation of Organization and Staff / Credibility / Industry Standing		50
1.2	General Organizational Capability which is likely to affect implementation:	Sub-score	80
	- Number of personnel and available facilities including Management structure	20	
	- project management controls,	20	
	- Financial stability and project financing capacity	20	
	- Types of undertaken activities	20	
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills)		10
1.4	Quality assurance procedures and risk mitigation measures		60
1.5	Past experience:	Sub-score	
	<ul style="list-style-type: none"> <li>• Demonstrated at least 0.5 years' experience in development and implementation of information management systems.</li> </ul>	20	

	<ul style="list-style-type: none"> <li>• Demonstrated at least 0.5 years' experience in training of users and ICT staff.</li> </ul>	15	70
	<ul style="list-style-type: none"> <li>• Experience in working with government institutions in Malawi.</li> </ul>	15	
	<ul style="list-style-type: none"> <li>• Flexibility and openness to accommodate clients' needs through agile iterative development methodologies.</li> </ul>	20	
1.6	Organizational Commitment to Sustainability (mandatory weight)		30
	<ul style="list-style-type: none"> <li>• Organization is compliant with ISO 14001 or ISO 14064 or equivalent</li> </ul>	20	
	<ul style="list-style-type: none"> <li>• Organization is a member of the UN Global Compact</li> </ul>	5	
	<ul style="list-style-type: none"> <li>• Organization demonstrates significant commitment to sustainability through some other means - 5 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues</li> </ul>	5	
<b>Total Section 1</b>			<b>300</b>

<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in detail? Are the different components of the project adequately weighted relative to one another?	80
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference.	100
2.3	Details on how the different service elements shall be organized, controlled and delivered.	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.	50
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic.	70
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract.	50
<b>Total Section 2</b>		<b>400</b>

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		70
3.2	Team Members:		Sub-Score
	<b>3.2.1. Team Leader</b>		140
	<ul style="list-style-type: none"> <li>The team leader must have at least a master's degree in Computer Science, Information Systems, Information Technology, or related fields.</li> </ul>	45	
	<ul style="list-style-type: none"> <li>The team leader should have at least 4 years of demonstrable experience in development, implementation, and user training of information management systems.</li> </ul>	50	
	<ul style="list-style-type: none"> <li>Team leader must have command over English language and experience in working with government institutions in Malawi.</li> </ul>	45	
	<b>3.2.2 Team members</b>		Sub-Score
	<ul style="list-style-type: none"> <li>Team members must have at least a bachelor's degree in Computer Science, Information Systems, Information Technology, or related fields.</li> </ul>	20	90
	<ul style="list-style-type: none"> <li>The team members should have at least 2 years of demonstrable experience in development, implementation, and user training of information management systems.</li> </ul>	40	
	<ul style="list-style-type: none"> <li>Team members must have command over English language and experience in working with government institutions in Malawi.</li> </ul>	30	
			<b>300</b>

**Approved by:**  
**Signature:**  
**Name:**  
**Title:**