



REQUEST FOR PROPOSAL (RFP)

PROVISION OF SYSTEMS INTEGRATION AND BUSINESS INTELLIGENCE SOLUTION

FOR MRI BOTSWANA

MRI Botswana/2023/04

DATE ISSUED: **26/06/2023**

CLOSING DATE: **28/07/2023**

CLOSING TIME: **17:00hrs**

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LETTER OF INVITATION

Dear Sir / Madam:

You are requested to submit a Proposal for Provision of System Integration and Business Intelligence Solution for MRI Botswana.

The purpose of this RFP is to solicit proposals from qualifying companies with no conflict of interest, referred to as "Bidder" to implement Systems Integration and Business Intelligence Solution for MRI Botswana.

Please be guided by the RFP Document in preparing your Proposal.

Tenders are to be submitted as a soft copy document in a pdf format with the subject "Provision of Systems Integration and Business Intelligence Solution for MRI Botswana, **MRI Botswana/2023/04**" not later than **17:00 hours** on **Friday 28 July 2023** to tenders@mri.co.bw.

Your Proposal must be expressed in English and valid for a period of 90 days from the tender closing date.

While preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals received by MRI Botswana after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

All Enquiries should be addressed to procurement@mri.co.bw not later than **17:00 hours** on, **Friday 07th July 2023**.

Thank you and we look forward to receiving your Proposal.

Kind Regards

Keamoetse Tshwaane

Procurement Officer

DISCLAIMER

The information in this Request for Proposal ("RFP") Document regarding the terms and conditions outlined in this RFP Document and any additional terms and conditions that MRI Botswana may impose in this regard has been prepared and issued by MRI Botswana, whether verbally, in writing, or in any other form, on behalf of MRI Botswana or any of its employees or advisors.

This RFP Document is not a contract and does not constitute an offer or invitation by MRI Botswana to any party. As previously stated, the purpose of this RFP Document is to provide information to the Bidder to aid in the formulation of their proposals. This RFP Document does not claim to contain all the information that each Bidder may need. This RFP Document may not be appropriate for all individuals, and MRI Botswana, their employees, or advisors are unable to consider the investment objectives, financial situation, and specific needs of each party who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis, as well as verify the accuracy, reliability, and completeness of the information in this RFP Document, and seek independent advice from appropriate sources as needed.

MRI Botswana, its employees, and advisors make no representation or warranty and shall have no liability under any law, statute, rule, or regulation, or tort, restitution, or unjust enrichment principles for any loss, damage, cost, or expense that may arise from or be incurred or suffered as a result of anything contained in this RFP Document or otherwise, including the accuracy, reliability, or completeness of the RFP Document or any assessment, assumption, state, or condition.

The designs, drawings, technical data, and any other information provided in this RFP Document are only indicative and do not imply and shall not be deemed to imply any current or future representation, promise, or warranty, express or implied, on the part of MRI Botswana or their employees, as to the accuracy, reliability, or completeness of the information contained herein or in any document or information, whether written or oral, made available to a Bidder, whether written or oral.

This RFP Document is provided solely for informational purposes, with the express understanding that such parties will only use it for the purposes stated above. This RFP Document's information and statements have been made in good faith. To participate in the Project, interested parties should use their own discretion. Any liability of any kind, whether resulting from negligence or otherwise, arising from any Bidder's reliance on the statements and information contained in this RFP Document is expressly disclaimed.

MRI Botswana reserves the right, but is under no obligation, to update, amend, or supplement the information in this RFP Document. Any changes to the RFP Document will be communicated via mail. No part of this RFP Document, nor any subsequent correspondence from MRI Botswana, its employees, or advisors, should be construed as legal, financial, or other advice, or as establishing a contract or contractual obligation. Contractual obligations would only exist when definitive agreements have been approved and executed by the parties with the authority to enter into and approve such agreements. MRI Botswana reserves the right to reject all or any of the

Proposals submitted in response to this RFP Document at any time and for any reason, and the publication of this RFP Document does not imply that MRI Botswana is obligated to select a Bidder.

All Bidders are responsible for all costs and expenses incurred in evaluating and responding to this RFP Document in connection with or relating to or in making their Proposal, including any subsequent negotiation or other costs. All such costs and expenses will be borne by the Bidder, and MRI Botswana, or their employees or advisors, will bear no liability for them or any other costs or expenses incurred by a Bidder in preparing or submitting its Proposal, regardless of the conduct or outcome of the Bidding Process. MRI Botswana may proceed in any way it deems appropriate, which may include deviating from its expected evaluation process, waiving any requirements, and requesting additional information. Unsuccessful bidders will have no recourse against MRI Botswana or its employees or advisors.

INTERGRATED HEALTHCARE SERVICES

World class healthcare assistance, diagnosis, treatment and rehabilitation all under one roof!

MRI Botswana Limited through its Medical Rescue business is the leading emergency medical services provider with over 25 years of experience in emergency medical response and assistance, ground and air evacuation, as well as transportation of the sick and injured persons in Botswana and the neighbouring countries. All this is achieved through our 24/7/365 contact centre and our teams of highly skilled and dedicated health care professionals.

MRI has since grown from being the leading emergency services provider to the country's first ever provider of the various outpatient healthcare services under one roof. In addition, MRI has also grown to become the country's leading provider of outsourced inbound and outbound contact centre solutions.

Our **Medical Rescue** tagline, 'when seconds count' indicates our promise and commitment to providing emergency assistance and medical care during crucial times when seconds indeed count.

Through our latest brand, **Prime Health**, which has a tagline 'your partner in health', we will bring to the market quality, accessible, affordable and convenient integrated healthcare services all under one roof and we will leave a long lasting impression on every life we touch.

100%

CITIZEN OWNED PRIVATE COMPANY

1991

INCORPORATED IN THE BOTSWANA
REGISTRY OF COMPANIES IN MARCH
1991.



SOUTHVIEW (PTY) LTD 93%
MVA 4%
MINORITY SHAREHOLDERS 3%



OUR VISION

To be the leader in innovative healthcare and contact centre solutions



VALUES

INTEGRITY | COMPASSIONATE | CUSTOMER CENTRICITY | TEAMWORK
ACCOUNTABILITY | PERFORMANCE DRIVEN



MISSION STATEMENT

To provide customers with cost effective healthcare and contact centre solutions through investment in people and technology



OUR STANDARDS

The company continues to employ international standards and best practice maintained through bench marking with the best in the business.

2. TERMS OF REFERENCE

2.1 PROJECT INFORMATION

MRI currently has disparate systems running across several of its different business units. The organisation would like these systems to be integrated as well as have a business intelligence system to draw reports and dashboards for management visibility. The Finance department runs on the Sage Accounting system, and it is important that key processes from other systems be integrated to it.

2.2 SCOPE OF WORK

MRI requires its key business systems to be integrated with the accounting system as well as integration between themselves where need be. Implementation of this project should entail:

- Needs Assessment Review and Gap Analysis
- Solution Design
- Project Management
- Integration of key systems and report requirements
- Scoping and Implementation of a business intelligence system

2.2.1 NEEDS ASSESSMENT REVIEW AND GAP ANALYSIS

The tenderer shall detail how, at the beginning of the assignment, the bidder will assess MRI's operational environment with regards to the key process and IT Landscape specifications as detailed herein; including the approach to be applied to gap analysis, and standard ways of gap fixing.

An assessment review report shall be availed to the procuring entity upon conclusion of this step. Any gaps and their impact as well as how to address them shall be discussed with the procuring entity.

The assessment review report will include (but not limited to): -

- Any identified conflicts the proposed solution may have with the organization structure and procedures, with proposals of how to resolve these.
- Suggested changes in processes and steps to bring in these changes, including best practices

2.2.2 SOLUTION DESIGN

The tenderer shall state how they will ensure that the user and functional requirements are adequately covered in the design of the solution, including how gaps will be addressed, to ensure delivery of a comprehensive solution that meets or exceeds the project objectives.

The design information shall include how the system (integration and business intelligence solution) will operate, in terms of the hardware, software, and

network infrastructure; the user interface, forms, and reports that will be used; and the specific applications, databases, and files that will be needed; including but not limited to the following: -

- Architecture Design: Description of the hardware, software, and network infrastructure that will be used.
- Database and File Specifications: Definition of what and where the data will be stored.
- Data flows: managed service for executing data processing patterns between systems
- Program Design: Definition of applications to be deployed including customization, and third-party interfaces

2.2.3 PROJECT MANAGEMENT

Besides the employment of skilled resources, the success of the project will depend on excellent understanding of the current business environment and user requirements and expectations. The supplier is expected to outline the project governance, team structure and standard management methodology to be used. Outline to include the following in the scope: -

- Detailed plan of delivery
- Installation & configuration of all hardware
- Software, and tools

Include also any integration with external systems that are necessary for successful operation of the solution, clearly listing them and explaining how the integration will be achieved. Clearly state how you will ensure all prerequisites are addressed conclusively. State how the documentation of the entire project will be managed and communication strategies to keep all stakeholders updated and project information flowing so as not to hamper progression of project activities and achievement of project objectives.

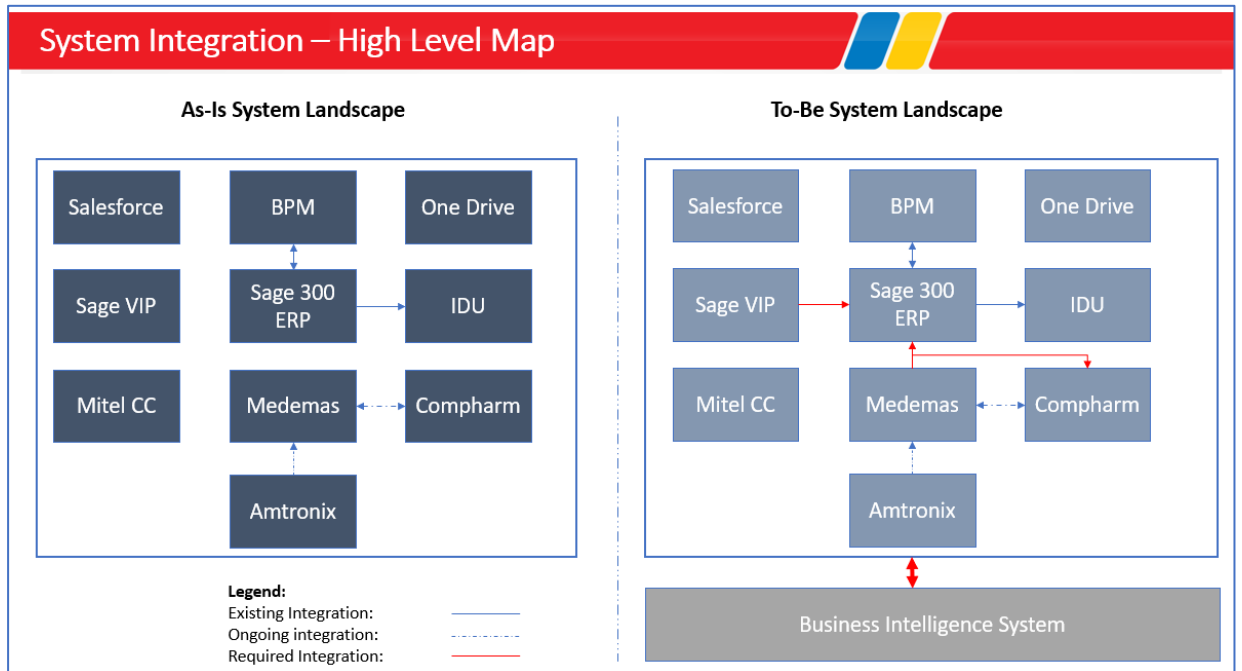
At a minimum the Supplier shall submit to the procuring entity the following reports for the purpose of project management during implementation: -

- a. Periodic progress reports, summarizing:
 - Results accomplished during the prior period.
 - Cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan.
 - Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule.
 - Other issues and outstanding problems; proposed actions to be taken.
 - Resources that the Supplier expects to be provided by the Purchaser and/or actions to be taken by the Purchaser in the next reporting period.
 - Other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.

- b. Inspection and quality management reports
- c. Training reports
- d. Risk and Issue register

2.2.4 INTEGRATION OF KEY SYSTEMS AND REPORT REQUIREMENTS

The diagram below shows the As-Is System Landscape versus the desired To-Be System Landscape. The system integration to-be map depicted here is the minimum integration level desired, if more integration can be developed to make operations more efficient, the tenderer should propose it.



Where possible the mode of integration should be real-time, if not possible then integration should be on a daily basis. The below table illustrates the existing connections and databases for the integration flow:

Integration Flow Matrix				
<i>FROM - TO</i>	Medemas	SAGE VIP	SAGE 300 ERP	Compharm
Medemas			API DB-SQL	File Exchange DB-Firebird DB-SQL
SAGE VIP			API DB-SQL	
SAGE 300 ERP				File Exchange DB-Firebird DB-SQL
Compharm	File Exchange DB-Firebird DB-SQL		File Exchange DB-Firebird DB-SQL	

The following table details key integration dataflow and report requirements. All systems that have financial data should be integrated to the current accounting system. The integration data flow and report requirements below are MINIMUM requirements and NOT EXHAUSTIVE, successful bidders MUST provide a suitable solution.

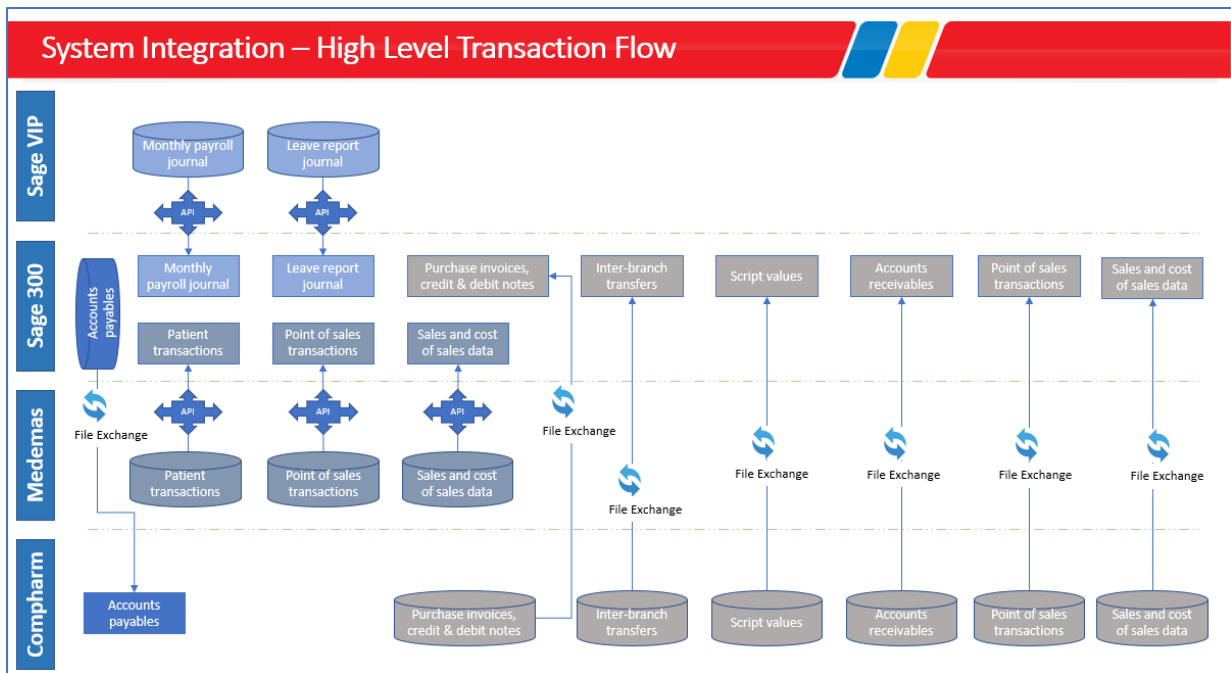
Department	System	Current Use	Desired Dashboard reporting from BI system	Data to be integrated to Sage 300 ERP from Systems on 2 nd column
Business Development	Salesforce	Customer Relationship Management	1. Successful quotations and client purchase orders	
General Medical Services	Medemas	Patient Management and Billing	<ol style="list-style-type: none"> 1. Total number of patients seen per clinic per specified time period. 2. Total number of patients seen per medical aid per specified time period 3. Revenue generated per clinic per specified time period vs budget 4. Total number of new patients per clinic per specified time period 5. Debtors age analysis per medical scheme vs budget 6. Debtors age analysis patient portion/ levies 7. Submitted vs invoice generated 8. Top 10 ICD-10 diagnosis seen per specified time period 9. Reports by employer groups 10. Stock movement reports 11. Closing stock reports 12. Medical aid claims Scripts reports 	<ol style="list-style-type: none"> 1. Patient transaction per medical aid (and / cash or private clients) per clinic 2. Point of sales daily summary (private patients, levy data,) 3. Sales and cost of sales data

			<ul style="list-style-type: none"> 13. Point of sale - cashing up reports 14. Billing reports (per Occupational Health patient per service) 	
Human Resources	Sage VIP	Payroll and Leave Management and Employee Data Management	<ul style="list-style-type: none"> 1. Staff list 2. Leave report 3. Overtime reports per department and per unit 4. Performance of overtime vs budget per department and per unit 5. Attrition against budget 6. Training performance report vs budget per department 7. Headcount report (actual v target) per department and organisation wide 	<ul style="list-style-type: none"> 1. Monthly payroll journal (earnings and deductions) 2. Leave report journal
Finance	Sage 300 ERP IDU BPM	Accounting	<ul style="list-style-type: none"> 1. Creditors and debtors age analysis at company level and per department 2. Monthly Management accounts – income statement, balance sheet, cash flows (template exists with financials) 3. Quarterly reporting pack (template exists with financials) 4. Trend analysis for company 5. Trend analysis per department 6. Snapshot performance (income statement, balance sheet and performance ratios) 7. Annual Financial Statements (from case ware mapping) 8. Depreciation per location and category 9. Accumulated depreciation per 	

			location and category 10. Asset register summary and detail 11. Report for asset listing (additions and disposals)	
Contact Centre	Mitel	Call centre management	1. Offered calls 2. Answered calls 3. Service Level 4. Answer rates 5. Average handling time 6. Abandoned calls 7. Abandonment rates	
Pharmacy	Compharm	Dispensing, procurement	1. Purchase Orders by creditors 2. Departmental Sales 3. Debtors age analysis 4. Inter Branch Transfers 5. Processed and unprocessed claims in RecWin 6. Purchases age analysis with finance 7. Script analysis 8. Medical Aid Analysis 9. Dashboard Report 10. Stock totals 11. Levy Control Account 12. Dispenser Statistic 13. Script dispensed by time (To populate graphs that show what times of the day or month we dispense the most/least scripts) 14. Cost of sales reports 15. Stock Order/Purchases Reports 16. Closing stock reports 17. Stock movement reports 18. Creditors reports 19. Script analysis reports 20. Medical aid claims Scripts reports 21. Point of sale - cashing up reports	1. Sales and cost of sales data 2. Purchase invoices, credit notes, debit notes 3. Inter branch transfers 4. Script values per medical aid (and / cash or private clients) per pharmacy 5. Point of sales daily summary (dispensary data, levy data, front shop data) 6. Accounts Receivables <u>To Be integrated to Compharm From Sage 300 ERP:</u> 1. Accounts payables (payments / remittances)

			<p>Integration engine should produce a validation report showing</p> <ul style="list-style-type: none"> • Exceptions during integrations • Validation of Compharm closing stock vs movement on accpac • Validation of debtors and creditors balances between Compharm and accpac 	
Emergency Medical Services	No system – Data is on Microsoft Excel one OneDrive	Patient Management, Training	<p>EMS</p> <ol style="list-style-type: none"> 1. Response times 2. Bomaid road and air cases 3. MVA road cases 4. private evacuations 5. Financial Performance (budget vs actual) <p>Training</p> <ol style="list-style-type: none"> 1. Financial Performance (budget vs actual) 2. No. of students trained vs revenue 3. Clients breakdown per course <p>Also: Private Clients successful quotations and client purchase orders</p>	
Program Management Office	No system – Microsoft Project	Project Management	<ol style="list-style-type: none"> 1. Org wide and per project budget vs actual 2. % Project completion vs target 	

Below is a high level pictorial representation of the envisioned transaction flow for integration:

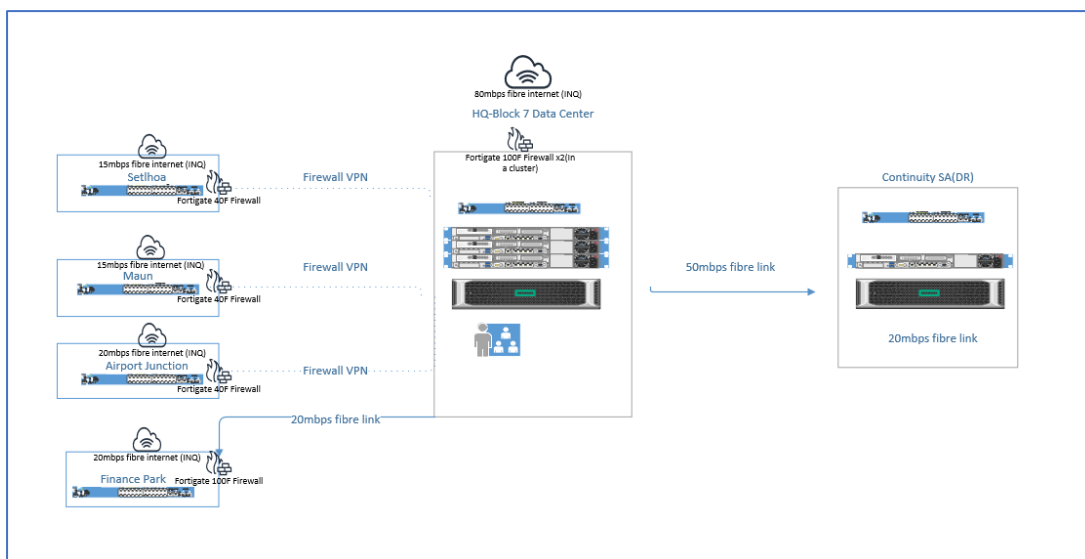


Network Infrastructure

WIDE AREA NETWORK(WAN)-SITE TO SITE VIEW

MRI has a total of 5 sites across the country inclusive of Block 7 Headquarters and Disaster recovery (DR) as the 6th site. These sites have independent internet connectivity managed by FortiGate firewalls. The firewalls are managed from a single Forti-cloud portal to ensure standard policy practices across all sites. These sites are connected through secure VPN to ensure compliance to active directory policies and authentications to various systems hosted in the data center in HQ.

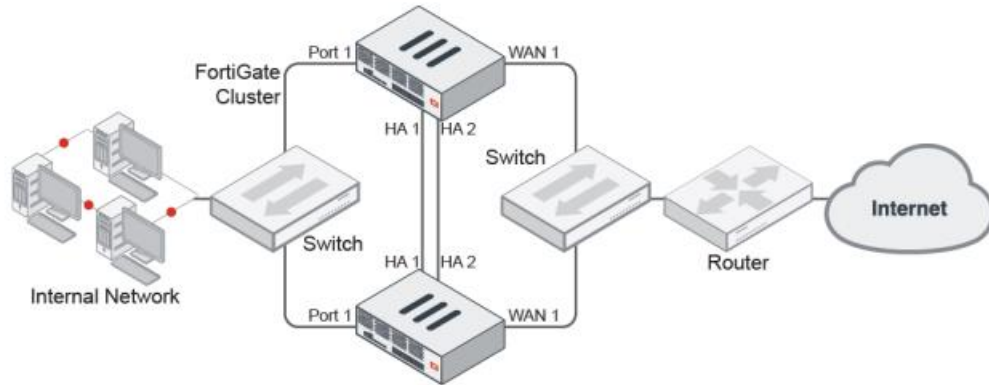
WAN Diagram



Firewall Setup in the Data Centre

HA active-passive cluster setup

This example uses the following network topology:



Synchronized:

FortiGate 100F DMZ WAN1 HA1 1 3 5 7 9 11 X2 13 15 17 19

MGMT WAN2 HA2 2 4 6 8 10 12 X2 14 16 18 20

FGT100F-01-HQ (Primary)

FortiGate 100F DMZ WAN1 HA1 1 3 5 7 9 11 X2 13 15 17 19

MGMT WAN2 HA2 2 4 6 8 10 12 X2 14 16 18 20

FGT100F-02 (Secondary)

Refresh Edit Remove device from HA cluster

Status	Priority	Hostname	Serial No.	Role	System Uptime	Sessions	Throughput
Synchronized	128	FGT100F-01-HQ	FG100FTK20036119	Primary	49d 16h	2,497	10.04 Mbps
Synchronized	64	FGT100F-02	FG100FTK20036048	Secondary	49d 16h	18	41.00 kbps

SERVER INFRASTRUCTURE

MRI has a single data centre stationed at MRI headquarters, Block 7. The data centre is equipped with 3 production servers and a single MSA storage configured in a cluster to ensure high availability. These interface through 10g speed switches to ensure fast information transmission.

High Level Diagrams


Storage Configuration

Disk group
A disk group is a collection of disks in a given RAID level.

2x 1.8 TB 10K
Global Hot Spare

11x 1.8 TB 10K
Disk Group #1 RAIDS

11x 1.8 TB 10K
Disk Group #1 RAIDS



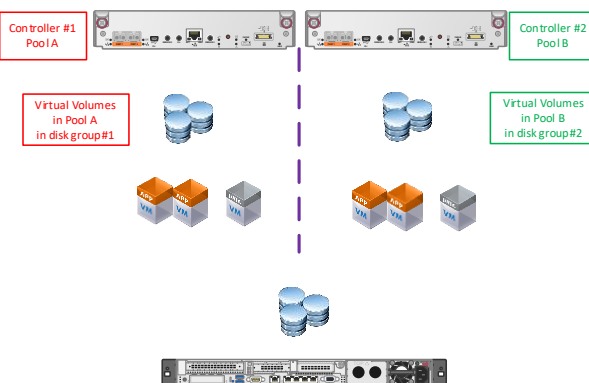
Storage pool
Multiple disk groups can be aggregated into a single storage pool
A volume's data on a logical unit number can span all disk drives in a pool.

Controller #1
Pool A

Controller #2
Pool B

Virtual Volumes
in Pool A
in disk group #1

Virtual Volumes
in Pool B
in disk group #2



Maximum hard drive counts vary by RAID levels:

- 2 drive max for RAID level 1
- max of 16 drives for RAID levels 5, 6, and 10

Table 2. The power of 2 method

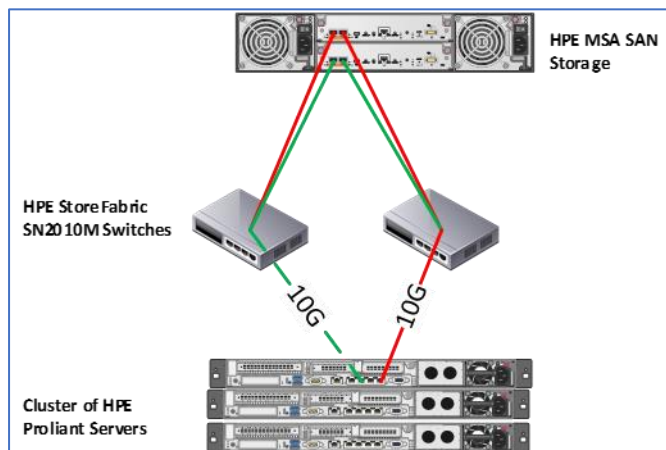
RAID type	Total drives per disk group	Data drives	Parity drives
RAID 5	3	2	1
RAID 5	5	4	1
RAID 5	9	8	1
RAID 6	4	2	2
RAID 6	6	4	2
RAID 6	10	8	2

Pool balancing
Creating and balancing storage pools properly can help with performance of the MSA array. HPE recommends keeping pools balanced from a capacity utilization and performance perspective. Pool balancing leverages both controllers and balances the workload across the two pools.

Expanding virtual volumes
A virtual disk group in a pool might start to fill up. To add more space easily, the MSA uses wide striping to increase the size of the virtual volumes. The recommended method to increase the volume size is to add a new virtual disk group with the same amount of drives and RAID type as the existing virtual disk group.

For example, imagine that a virtual disk group in Pool A is filling up. This virtual disk group has six 900 GB, 10K rpm disk drives in a RAID 6 configuration. The recommended procedure is to create a new virtual disk group on Pool A that also has six 900 GB, 10K rpm disk drives in a RAID 6 configuration.

Storage connections



2.2.5 SCOPING AND IMPLEMENTATION OF A BUSINESS INTELLIGENCE SYSTEM

MRI would like the tenderer to supply and implement a business intelligence system where real time reports and dashboards can be generated. The business intelligent system should provide, but not be limited to the following:

- Portal that has real time availability of management information from all modules, integrated into one dashboard, for management reporting and performance.
- Generation of consolidated business reports
- Information in the form of charts and graphs
- Performance reports over a period of time
- Performance reports that show customer service at the point of sale/counter by; waiting time, consultation time by product/transaction, performance by branch as overall report.
- Convenient report scheduling
- Protected and secure access to and distribution of information
- Dynamic filtering of report content
- Real time dash board analysis
- Allow for ad hoc reporting
- Produce reports for all departments in the business
- Produce boardroom quality reporting through the flexibility to design reports to almost any requirement
- Quick and easy access to information
- Fast and efficient retrieval of report history and archived reports
- Dynamic chart and analysis capabilities
- Convenient and efficient sharing of information and reports between department

The business intelligence system capabilities should not be limited to the above diagram and to the below processes. More actions will follow the gap analysis covered by the tenderer.

3. TIMESCALE

The establishment of the renal care unit is projected for a period of 10 months. This is to accommodate for licensing of the service, refurbishment, staffing and the final launch.

4. APPOINTMENT

The appointment of a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual terms and conditions. In the event of all parties failing to reach an agreement within 30 days from the appointment date, MRI Botswana reserves the right and shall be entitled to appoint the second bidder or to re-advertise.

5. MINIMUM BIDDER'S QUALIFICATION

The bidder must have a robust history of providing similar services in an organization of MRIB magnitude.

The Bidder must have at least three traceable (3) references indicating the provision of System Integration services as well as implementation of a business intelligence system similar to those requested by MRI Botswana.

6. CONFIDENTIALITY

Any portion of this RFP may be developed using visual, electronic, or other techniques solely for the preparation of service providers' responses to this RFP.

The service provider shall promptly destroy or cause to be destroyed any confidential information of MRI Botswana, as well as suppliers' notes, memoranda, summaries, or other writings in relation to this RFP and other classified data of MRI Botswana, if the service provider decides not to submit a proposal in light of this RFP or if the service provider is informed that it has been eliminated from consideration. The service provider is required to give a written guarantee that all the data has been completely wiped (for example erased, destroyed, shredded, burnt and not simply disposed of).

Only, when necessary, the service provider may divulge information to its employees; nevertheless, without MRI Botswana's prior written agreement, the service provider may never disclose such information to any third parties. If the service provider decides to share pertinent portions of this RFP with additional subcontractors or affiliates, it may do so in accordance with the instructions in this document.

The service provider will not be permitted to participate in future MRI Botswana supply opportunities if they violate these confidentiality agreements.

In relation to this RFP or the MRI Botswana assessment process, the service provider will not, under any circumstances, make (or cause to be made) any official statements or other public declarations and will not, under any circumstances, pitch this RFP in any way unless it first receives official consent from MRI Botswana. Despite other remedies available to MRI Botswana, at law, regulation, or in equity, any violation of this agreement would be cause for automatic preclusion or disqualification.

7. TIMELINES

The expected key dates and deadlines relating to the System Integration are as follows. These dates should be considered as a guideline

Event Key	Dates/Deadlines
RFP Distribution	26 th June 2023
Written questions from bidders on and before	07 th July 2023
Submission date	28 th July 2023

8. EVALUATION OF BIDS

8.1 EVALUATION COMMITTEE

An evaluation Committee appointed by MRI Botswana shall be responsible for the evaluation of the tenders in accordance with MRI Botswana Tender and Procurement Regulations.

8.2 PROCEDURE FOR EVALUATION

The evaluation shall be carried out in 3 (three) stages as follows:

- Stage 1: Compliance
- Stage 2: Technical Evaluation
- Stage 3: Financial Evaluation

8.2.1 Stage 1: Compliance

The Tenderer shall provide certified and valid copies of the following documentation in support of the tender:

Document Required	Issuing Authority/Organization
Certificate of Incorporation for Botswana companies or equivalent document from country of origin for foreign bidders	Register of Companies for Certificate of Incorporation
Share Certificates & Citizenship of directors	Share Certificates with Director's Nationality ID/Passport
A valid BURS tax clearance certificate or exemption thereof	BURS Tax Clearance: Provide a tax registration number, and the certificate to be verified online
Certification on the chosen platform of integration	Documentation proving the bidder is certified to implement recommended solutions

Bidders must note that failure to submit any of the above-listed documents, despite further notice to do so, will result in outright disqualification from further evaluation.

8.2.2 Stage 2. Technical Evaluation

Bidders are reminded that their capability and or ability to perform the tendered services will be derived from the technical approach, and they are therefore advised to be methodical in the preparation of the proposal. The Technical Proposal shall capture the following:

Company Profile: A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature.

Method Statement (Methodology): The bidder is required to describe its understanding of MRI Botswana as set out and to describe the methodology and approach to be used to provide the deliverables required. The list of deliverables should also be clearly listed.

Hardware And Network Requirements

The hardware and network requirements for the proposed solution should be provided including the detailed technical architecture.

Support And Maintenance

The support model should be clearly outlined.

8.2.2.1 Technical Evaluation Marks

Technical Proposals will be evaluated and marked as follows:

Description of Technical Evaluation	Score
<p>Systems Implementation work completed (within the last 6 years). Company profile - Provide a brief description of the organisations experience. Summary of substantial expertise in software development, software implementation, business intelligence solution and systems integration of one or more applications.</p> <ul style="list-style-type: none"> • Up to 5 years - 05 Points • 5-7 years – 10 points • 7 years and above -15 points 	15
<p>Key Experts Education and Experience - Provide full resume/CV of proposed Project Manager to complete the work. Qualifications of the team and the team leader. Full CVs and Certificates of the staff should be attached for evaluation</p> <ul style="list-style-type: none"> • Below 4 years – 5 points • 4 – 6 years - 15 points • 6 and above – 30 points 	30
<p>Experience in System Integration, Implementation, Software Development & Business Intelligence- Provide a description of relevant projects (at least three written reference letters must be provided)</p> <ul style="list-style-type: none"> • One similar project – 05 points • Two Similar projects – 10 points • Three or more than three projects – 15 points 	15
<p>Methodology/Implementation Plan - Describe your company's approach to implementing this assignment. Including a timeline and resources allocated. Analysis of scope of work. Cover all elements of TOR. Methods of execution of work & monitoring, project plan, Detailing of tasks with time and clarity of milestones</p> <ul style="list-style-type: none"> •Poor methodology - 10 points •Average methodology - 25 points •Clear methodology - 40 points 	40
TOTAL	100

The score/mark of 70% is the minimum acceptable score that deems necessary for the Bidder to have met and proved its capability and capacity to successfully undertake the proposed services.

Failure to achieve the minimum technical score/mark of 70% shall result in the bidder not proceeding to financial assessment/evaluation of the tender.

8.2.3 Stage 3: Financial Evaluation

Bidders should provide a pricing schedule which clearly sets out the cost of providing the required services, together with any other charges, over the contract period. Other charges should be explained.

The bidder must indicate if the prices quoted include or exclude value added tax (VAT).

Prices quoted must be valid for a period of 90 (ninety) days from the tender closing date.

The currency to be used in this tender is Botswana Pula (BWP).

Arithmetical Errors

If there is discrepancy between the amount in words and the amount in figures, the amount in words shall prevail.

Tender Price Evaluation

Bidders who are successful at preceding stages of evaluation will have their prices compared. The formula for determining the financial scores is the following:

Sf = 100 x Fm/F, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration. The weights given to the technical and Financial Proposals are T= 70, and P= 30. The formula for the final (combined technical and financial) score is:

$$S = St \times T\% + Sf \times P\%$$

Award Criteria

Subject to any agreement that may be held between MRI Botswana and the Bidder(s), the contract will be awarded to the company which best meets all the requirements of the tender.