

Tender No: ZHI.SHARED.2024.04.034

Terms of Reference

Supply and Installation of a Biometric Access Control System for ZHI National Office, Provincial and District Offices

1. About ZHI

Zimbabwe Health Interventions (ZHI) is a non-profit human development organization, registered as a Private Voluntary Organisation (PVO) in Zimbabwe. ZHI provides solutions to the human development challenges in Zimbabwe and to complement the Government of Zimbabwe (GoZ)'s efforts towards the attainment of national health priorities and sustainable development goals (SDGs). ZHI ensures optimal health, well-being and self-sufficiency of the populations it serves through working with and strengthen existing institutions to develop and deliver innovative and sustainable high-impact, integrated health interventions.

2. Background to the Requirement

Zimbabwe Health Interventions (ZHI) has offices in various districts of the country which houses project staff and assets. Currently, ZHI has contracted security guards who provide access services for all these offices. However, there is a need to implement a different security layer to enhance access and streamline access control for employees and visitors to its office to prevent, delay minimize the likelihood and impact of any unexpected violations, and cover designated entry and exit points at the premises.

3. Objective of the Terms of Reference (ToR)

The purpose of this Terms of Reference (TOR) is to outline the requirements and process for selecting the most suitable Service Provider that has the capacity to supply, install and maintain an Access Control System for ZHI National Office in Harare and its sub-offices around the country. The sub-office addresses are attached to this TOR.

4. Scope of Work/Services

The service provider will be required to

- Recommend, supply and install the most suitable, user-friendly Access Control System with developed features that meet the prevention and delay of any violation, and control the access to the ZHI premises after assessment of the premises.
- Install the system at the ZHI National Office in Harare first, before moving to the rest of the offices
- Test the system after installation.
- Training ZHI staff on usage and basic maintenance Upon completion of the installation provide complete training with documentations on the configuration, operation and maintenance of the systems to the required operators assigned by the owner. At least two (2) training sessions covering system operations shall be planned and provided to operators/designated ZHI staff and two (2) sessions covering system administration and management for system administrators.
- Maintain system integrity with scheduled or manual tests as per Service Level Agreement (SLA)

5. Minimum Requirements

The below are minimum requirements and bidders are expected to physically assess the office building and premises and propose suitable and appropriate system.

General Features

- a) The proposed system should have provision or meet but limited to the following:
- Multi-function access terminal points with biometrics (fingerprint, facial recognition, iris scan etc.), multi-tasking and multi-users-based system
 - Integration capabilities with existing systems and a CCTV system, if required in future.
 - Expandable based on any future requirements e.g. scalability to sub-national levels
 - Upgradable software in situ to keep the system up to date with latest technology developments and without need to change software or the biometrics.
 - Environmentally friendly – compliant with relevant regulations and designed for minimal power consumption.
 - Power Backup System (UPS)- be able to continue to operate for at least 2 hours in the event of main AC power failure. The service provider shall take into consideration the traffic loads and power needs at each point of installation when determining the size of the Uninterrupted Power Supply (UPS) as backup power. Provision of the UPS shall be under the scope of this contract.
 - Availability of spare parts and maintenance in short time, with no gaps or delay for maintenance.
 - Emergency switch to disable the system in case of emergency.
 - Retrieve and report on a variety of stored information including staff entry and exit history.
 - Visitor configuration so that visitors can be managed from either a reception workstation or a guardroom including automatic removal of access on visit completion at the exit point.
 - Provide warranties and guarantees on all new equipment as well as workmanship that must be a minimum of one (1) year.
 - Provide an aftersales maintenance plan for a duration of twelve (12) months years (to be costed separately as an SLA which will include agreed terms and conditions).

6. Expected Deliverables

Bidders will have the opportunity to visit the premises and assess requirements.

NO	Expected deliverable	Timeframe
1.	An inception proposal with detailed specifications of the proposed Biometric Access System, including implementation plan	1 st week from signing the contract
2.	Delivery and installation of the system and relevant accessories at the designated entry and exit points, at National Office, including troubleshooting any system faults etc	2 nd – 3 rd week from signing the contract
3.	Test Run the system for functionality and issuing of any access accessories for staff (if any)	5 th – 6 th week from signing the contract
4.	Continue testing the system and start intensive training of ZHI staff responsible for administration and operational control, including extraction of necessary report.	7 th - 8 th week from signing the contract
5.	Submit a final report on execution of the work providing warrantee on the software and related devices (card readers) upgrading plan.	9 th week from signing the contract
6.	Handover of the system, together with any relevant documentation like manuals, SOPs etc where necessary, and the warranty of new equipment, including signing of a Service Level Agreement (SLA) for maintenance plan after the expiry of the warranty period.	10 th week from signing the contract

7. Timeline

The installation is expected to be completed within the three months of FY24.

8. Location: Office addresses are attached to this TOR.

9. Qualifications, Specialized Knowledge/Experience of Service Provider

- Legally registered company, with minimum three (3) years of experience in providing the required services.
- Appropriately qualified human resources
- Valid Tax Clearance
- VAT registered and ability to provide fiscal tax invoices.
- At least three or more written references from reputable companies, entities or organizations who received similar services.
- Agreement with the manufacturer of the product and system unit,
- Ability to provide technical support 24/7

10. Evaluation and Weighting Criteria

Submitted proposals will be evaluated assessed using Cumulative Analysis Method. All requests for proposal will be weighed according to the technical (70%) and financial considerations (30%). Financial proposals will be opened only for those applications that attained **50 points** or above on the technical part. Below are the criteria and points for technical and financial proposals.

No.	Evaluation Criteria	Score Weight
1.	Mandatory Requirements: <ul style="list-style-type: none">- Certificate of incorporation- Company Profile with minimum of 3 years' experience in the industry- Valid Tax Clearance Certificate- VAT Registration	Pass/Fail
2.	Capacity statement and depth of relevant experience with similar work, availability of HR in provision of maintenance, troubleshooting, after sales service support and demonstrated ability to handle the assignment. It should include descriptions of similar work and solid references.	20%
3.	Technical proposal, responsive to TORs requirements, outlining a clear understanding of scope, objectives and required work. Proposed methodology, system response to requirements, warranty, training program and implementation plan.	40%
4.	At least three (3) written references from organizations where similar services of the consultant have been utilized including contact details and title of the assignment (preferably in the NGO sector).	10%
5.	Financial Proposal – should include the following: <ul style="list-style-type: none">• All pricing must be shown inclusive of any applicable VAT and all related costs.• Costing for the 12months maintenance plan as well as the breakdown per technician level i.e., junior, senior, or programming technician, etc. to be included in the separate Service Level Agreement (SLA)	30%

Selection will be based upon “**Best Value**”, identifying the best offer at the lowest possible fee, that meets all the technical specifications and perform the required service as per Terms of Reference (TOR).

11. Application and Submission Instructions to Bidders

11.1 Application Procedure

Interested candidates/companies are requested to submit the following documents:

- a) **A Letter of Interest/Capacity Statement** indicating significant relevant work experience including ability/capacity to handle the assignment.
- b) **A Technical Proposal**, responding to the requirements of the Terms of Reference/ Scope of Work and timelines, including three (3) references related to the execution of similar assignments from recent clients.
- c) **A Financial Proposal**, providing a breakdown of daily fees/rates and any other related costs.
- d) **Mandatory requirements** for companies as follows:
 1. Certificate of incorporation
 2. Company Profile with minimum of 3 years' experience in the industry
 3. Valid Tax Clearance Certificate
 4. VAT Registration

11.2 Submission Instructions and Deadline

Letter of Interest/Capacity Statement, Proposals, including References and other supporting documentation should be emailed to:

- procurement@zhi.org.zw with subject: **“Supply and Installation of a Biometric Access System”**
- The deadline for submission of proposals is **23:59pm on Monday, April 22, 2024.**
- Proposals **MUST** be received on or before the **closing date and time**. All bids received after the closing date and time will not be considered.

12. Key Considerations

12.1 By submitting a bid, all vendors certify that the person(s) involved in the preparation and collation of the proposal and/or quotes were or are in no way associated or have any Conflict of Interests with the initial preparation of the solicitation, the tender documentation, or the subsequent evaluation, assessment, analysis, management, and decision-making process of this tender.

12.2 Language - the proposal, as well as all correspondence and documents relating to the offer shall be in **English**.

12.3 The Financial Proposal should include the following:

- a) Consultancy fees and other costs shall be quoted in **US dollars (USD)** inclusive of all applicable fees and taxes.
- b) **Bid Validity Date** - All information submitted in connection with this RFP will be valid for **sixty (60) days** from the RFP due date and not subject to variation on any account during the Bidder's performance of the final Contract unless another time is specified in the addendum of the RFP. This includes, but is not limited to any financial costing, delivery timelines, terms and conditions, service levels, and all other information.
- c) If your firm is awarded the contract, all information in the RFP and negotiation process is contractually binding. No submission will be considered for any discovered omissions from the Bidder(s).

- d) Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement ZHI reserves the right to appoint an alternative supplier.
- e) Payments shall be made directly to the vendors' Nostro bank accounts, subject to applicable taxes.

12.4 ZHI does not bind itself to accept the lowest tender price and reserves the right to reject all submissions, in whole or in part, enter negotiations with any party, and/or award multiple contracts.

12.5 All submitted proposals and supporting documentation shall become the property of ZHI and will not be returned.

12.6 The Bidder shall bear any and all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid was selected or not. ZHI shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

13. Ethical Behaviour

Zimbabwe Health Interventions (ZHI) adheres to the highest standards of ethics, honesty, and integrity as part of its corporate governance initiatives. ZHI believe that ethics, honesty, and integrity is essential for healthy business practices and expects its business partners to do the same. ZHI has ZERO tolerance to fraud, theft, corruption, bribery/kickbacks, and undisclosed conflicts of interest. ZHI endeavors to ensure its procurement processes are open, fair and allow for equal opportunity to all service suppliers including small and women-led organizations. Therefore, if you experience or suspect unethical behaviour by a ZHI employee, please report through the Deloitte Tip-offs Anonymous platform on: Toll free cell: 0808 5500/ 4461 (Econet Subscribers Only), Toll free cell: 0716 800 189/ 0716 800 190 (NetOne subscribers only), Toll free cell; 0732 220 220/0732 330 330 (Telecel subscribers only), Whatsapp: 0772 161 1630 or on e-mail: reportszw@tip-offs.com

Any vendor/Consultant who attempts to engage, or engages, in corrupt practices will have their proposal disqualified and will not be contracted for any future work.

14. Terrorism

ZHI shall use its best endeavours to ensure that funds provided under this contract do not provide direct or indirect support or resources to organizations and individuals associated with terrorism, promote, or advocate the legalization or practice of prostitution or sex trafficking and assistance to drug traffickers. If, during this tender, ZHI discovers any link whatsoever with any organization or individual associated with any or all of these, they shall be excluded or disqualified from the tendering process.

15. Equal Opportunity Notice

Zimbabwe Health Interventions (ZHI) is an Equal Employment Opportunity employer and represents that all qualified bidders will receive consideration without regard to race, color, religion, sex, or national origin.

16. Terms and Conditions

- ZHI reserves the right to eliminate bids deemed not to be in the best interest of ZHI and award the contract to the bidder whose submission is in the best interest of the organization.
- ZHI reserves the right to accept or reject any proposals received at any time, without thereby incurring any liability to that affected bidder(s) or any obligation to provide information on the grounds for the action.
- ZHI reserves the right to enter into agreements not specified herein.
- ZHI reserves the right to reject all incomplete proposal submissions that do not comply with all specifications.