



REQUEST FOR PROPOSALS (RFP)

Terms of Reference

Supply and Installation of a Biometric Time and Attendance, and Access Control System for ZHI National Office in Harare

Solicitation Title:	Supply and Installation of a Biometric Time and Attendance, and Access Control System
Solicitation Number:	ZHI.SHARED.2024.04.034
Submit Proposal to:	procurement@zhi.co.zw
Date of Issue of RFP:	April 30, 2024
Date(s) of Questions/Premises Visits:	May 02- 03, 2024
Date Proposal Due:	May 08, 2024, by 23:59pm
Approximate Timeframe Consultant Contract Issued to Successful Candidate(s):	By May 15, 2024

1. About ZHI

Zimbabwe Health Interventions (ZHI) is a local not-for-profit human development organization which is registered as a Private Voluntary Organization PVO Number 17/22, with a vision to see the populations it serves live with optimal health, well-being, and self-sufficiency. ZHI's mission is to develop and deliver innovative and sustainable high impact integrated health interventions with local communities while working with and strengthening existing institutions. ZHI is currently implementing the Re-Ignite Innovate Sustain and Empower (RISE) program and the Accelerated and Comprehensive HIV Care for Epidemic Control (ACCE) programs which are five-year (October 2021 – September 2026) United States Agency for International Development (USAID) funded programs. To learn more about ZHI, please visit: www.zhi.org.zw.

2. Background to the Requirement

Zimbabwe Health Interventions (ZHI) has offices in various districts of the country which houses project staff and assets, with the head office being in Harare. 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 offices to prevent, delay and 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 a Biometric Time and Attendance, Access Control System for ZHI National Office in Harare.

4. Scope of Work/Services

The service provider will be required to:

- Recommend, supply and install the most suitable, user-friendly Biometric Time and Attendance, Access Control System(s) with developed features that meet the prevention and delay of any violation, and control the access to the ZHI premises as well as track staff time and attendance information by providing accurate data for a digital audit trail in real time.
- Install the system at the ZHI National Office in Harare first, with possibilities of rolling out to the rest of the offices nationwide.
- Test the system after installation.
- Training ZHI staff on usage of the systems (s) upon completion of the installation
- Provide complete training to designated ZHI system administrators, including documentation on the configuration, operation, and maintenance of the systems.
- Provide regular maintenance of the system as required as per Service Level Agreement (SLA)

5. Minimum Requirements/Specifications of the System(s)

Bidders will have the **opportunity to visit the premises, assess requirements the structure** and propose a suitable and appropriate system(s) which should have provision or meet the minimum specifications which include but not limited to the following:

- Multi-function two (2) access terminal points with biometrics (fingerprint, facial recognition, iris scan etc.), multi-tasking and multi-users-based system for the two (2) separate office blocks (Block A and Block B).
- The system(s) should be cloud based and supplier to advise ZHI on the server specifications needed for system efficiency.
- Provide and implement backup and security strategies for the system and data.
- Integration capabilities with existing ZHI networks and systems such as Timesheets, Payroll, Human Resources Information System (HRIS) 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 – the system should have an internal power backup system and/or be able to be connected to an existing ZHI alternative power system in the event of main AC power failure.
- 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.
- Enable retrieval of multiple reports from stored information in the system(s)
- 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.
- A minimum of 1-year warranties and guarantees on all new equipment as well as workmanship.
- Provide an aftersales maintenance plan for a duration of twelve (12) months (to be costed separately as an SLA which will include agreed terms and conditions).

6. Expected Deliverables

NO	Expected deliverables
1.	A functional requirement document/proposal with detailed specifications of the proposed Biometric Time and Attendance, Access Control System(s) , including implementation plan with specification document for server infrastructure
2.	Delivery and installation of the system and relevant accessories at the designated entry and exit points, at National Office,
3.	Test Run the system for functionality and troubleshooting any system faults etc as well as issuing of any access accessories for staff (if any)
4.	Training of ZHI systems administrators who will be responsible for administration and operational control, including extraction of necessary reports.
5.	Training of the rest of ZHI staff on usage of the systems (s) upon completion of the installation
6.	Handover of the system, together with any relevant documentation such as systems manuals for staff and administrators, training manuals used for training staff/administrators, for etc; and warranty of the system equipment, including signing of a Service Level Agreement (SLA) for maintenance plan after the expiry of the grace period.
7.	Submit a final report on execution of the work providing warranty on the software and related devices (where applicable) as well as upgrading plan.

7. Timeline

The installation is expected to be completed within one month of contract signing.

8. Location: Harare

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.
- 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.

Evaluation Criteria

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 **Wednesday, May 8, 2024 at 23:59pm**.
- 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.

