



**REQUEST FOR PROPOSAL
FOR
THE PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT
MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS
MANAGEMENT**

CONTRACT NUMBER: SWAZILAND/SADC-TRF/2017/1/17

PROCURING ENTITY: MINISTRY OF COMMERCE, INDUSTRY AND TRADE

ISSUED ON: 15 JUNE 2020

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1. SECTION 1.

2. LETTER OF INVITATION

**Secretary to the Tender Committee
Ministry of Commerce, Industry and Trade
International Trade Department
P. O. Box 451
Mbabane, Eswatini**

15 JUNE 2020

1. **The MINISTRY OF COMMERCE, INDUSTRY AND TRADE** invites proposals from qualified firms to provide the following consulting services: **PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT - SADC/TRF/2017/1/17**. More details on the services are provided in the attached Terms of Reference.
2. The Bidding Documents has been addressed to the following shortlisted Bidders:
3. A FIRM will be selected under the Open Bidding procurement method and procedures described in this Request for Proposal.
4. The Request for Proposal includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Information to Bidders
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference
 - Section 6 - Standard Forms of Contract.
5. Please inform us, upon receipt, within maximum ten (10) days from the date of this letter:
 - (a) that you received the bidding documents; and
 - (b) whether you will submit a proposal (if not please state the reasons).

Yours sincerely,

Nonhlanhla Ndlangamandla

Procurement Officer

3. SECTION 2. INFORMATION TO BIDDERS¹

Definitions

- (a) “BD” means the Bidding Documents to be prepared by the Procuring Entity for the selection of Contractor, based on the SADC Secretariat Standard Template.
- (b) “Contractor” means any entity or person that may provide or provides the Services to the Client under the Contract.
- (c) “Contract” means the Contract signed by the Parties and all the attached documents that are the General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (d) “Data Sheet” means such part of the Instructions to Bidders used to reflect specific country and assignment conditions.
- (e) “Day” means calendar day.
- (f) “Evaluation Committee” is a panel of experts appointed by the Procuring Entity and assigned to evaluate the bids. The Evaluation Committee consists of a Chairperson and a Secretary, with no voting rights and an odd number of voting members.
- (g) “Instructions to Bidders” (Section 2 of the BD) means the document which provides shortlisted Bidders with all information needed to prepare their Proposals.
- (h) “LOI” (Section 1 of the BD) means the Letter of Invitation being sent by the Procuring Entity to the shortlisted Bidders.
- (i) “Personnel” means professionals and support staff provided by the Bidders or by any Sub-Contractors assigned to perform the Services or any part thereof; “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside the Procuring Entity’s country; “Local Personnel” means such professionals and support staff who at the time of being so provided had their domicile inside the Procuring Entity’s country.
- (j) “Procuring Entity” means the procurement entity with which the selected Consultant signs the Contract for the Services.
- (k) “Proposal” means the Technical Proposal and the Financial Proposal.
- (l) “Services” means the consulting services or the work to be performed by the Contractor pursuant to the Contract.
- (m) “Subcontractor” means any person or entity with whom the Bidder or Contractors intends to subcontracts any part of the Services.
- (n) “Terms of Reference” (TOR) means the document included in the BD as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Procuring Entity and the Contractor, and expected results and deliverables of the assignment.

¹ This Information to Bidders section shall not be modified. Any necessary changes to address specific country and project issues, shall be introduced only through the Data Sheet (e.g., by adding new clauses). Likewise, modifications to the standard Form of Contract should be made only by including clauses outlining the special conditions and not by introducing changes in the wording of the general conditions.

- 1. Introduction**
- 1.1 The Procuring Entity named in **the Data Sheet** will select a firm among those listed in the Letter of Invitation, in accordance with the procurement method indicated in **the Data Sheet**, and the edition of the Guidelines indicated in **the Data Sheet**.
 - 1.2 The shortlisted Bidders are invited to submit a Technical Proposal and a Financial Proposal for consulting services required for the assignment named in **the Data Sheet** and presented in details in the Terms of Reference attached as Section 5 of this Request for Proposal. The proposal and the Terms of Reference will be the basis for a signed contract with the successful firm.
 - 1.3 The assignment shall be implemented in accordance with the phasing indicated in **the Data Sheet**. When the assignment includes several phases, the performance of the Bidder under each phase must be to the Procuring Entity's satisfaction before work begins on the next phase.
 - 1.4 The Bidders must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain firsthand information on the assignment and on the local conditions, Bidders are encouraged to request the Procuring Entity to provide further information before submitting a proposal and to attend a pre-bid conference if one is specified in **the Data Sheet**. Attending the pre-proposal conference is optional. The Bidders' representative should contact the Procuring Entity at the address stated in **the Data Sheet** or to obtain additional information on the pre-bid conference.
 - 1.5 The Procuring Entity will provide the inputs specified in **the Data Sheet**, assist the firm in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.
 - 1.6 Please note that (i) the costs of preparing the proposal, including a visit to the Procuring Entity, are not reimbursable as a direct cost of the assignment; and (ii) the Procuring Entity is not bound to accept any of the proposals submitted.
 - 1.7 SADC Secretariat policy requires that Bidders provide professional, objective, and impartial advice and at all times hold the Procuring Entity's interest's paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Bidders shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Procuring Entity.

- 1.7.1 Bidders will be excluded from the bidding process if they will be in a conflict of interest situation as described below:
- (a) Conflict between consulting activities and procurement of goods, works or services (consulting or general). A bidder or a contractor that has been engaged by the SADC Secretariat or the Procuring Entity to provide goods, works, or services for the organization, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a bidder or a contractor hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or general services resulting from or directly related to the contractor's consulting services for such preparation or implementation.
 - (b) Conflict among consulting assignments: Neither, bidders or contractors (including their personnel and sub-Bidders) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the bidder or contractor. For instance, a contractor assisting SADC Secretariat or the Procuring Entity to implement a project shall not be engaged to prepare an independent assessment for the implementation of the same project, or contractors hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.
 - (c) Relationship with SADC Secretariat's or the Procuring Entity's staff: bidders or contractors (including their personnel and sub-contractors) having business or family relationship with a member of the SADC Secretariat's or the Procuring Entity's staff directly or indirectly involved in any part of: (i) the preparation of the TOR or Technical Specification of a contract, (ii) the selection process for such contract, or (iii) the supervision of the contract, may not be awarded the contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the SADC Secretariat throughout the selection process and the execution of the contract.
- 1.7.2 Since previous or ongoing participation in relation to the assignment by the Bidder, its professional staff, or its affiliates or associates under a contract with the SADC Secretariat and Procuring Entity may result in rejection of the proposal, the bidders should clarify their situation in that respect with the Procuring Entity before preparing the proposal.

- 1.7.3 Bidders may be hired for downstream work, when continuity is essential, in which case this possibility shall be indicated in **the Data Sheet** and the factors used for the selection of the Bidder should take the likelihood of continuation into account. It will be the exclusive decision of the Procuring Entity whether or not to have the downstream assignment carried out, and if it is carried out, which Bidder will be hired for the purpose.
- 1.8 It is the SADC Secretariat's policy to require that Procuring Entity's staff as well as Bidders under SADC Secretariat-financed contracts, observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the SADC Secretariat:
- (a) defines for the purposes of this provision, the terms set forth below as follows:
 - (i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefits or to avoid an obligation;
 - (iii) "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) "coercive practices" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) "obstructive practice"
 - (aa) deliberately destroying, falsifying, altering or concealing material evidence to the investigation or making false statements to investigators in order to materially impede a SADC Secretariat, or a governmental or independent investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or

- (bb) acts intended to materially impede the exercise of the SADC Secretariat or governmental or inspection and audit rights.
- (b) It will take the following measures against the bidder recommended for award who has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
 - (i) will reject the bid for award;
 - (ii) will declare the bidder/the contractor, including its affiliates, ineligible, either indefinitely or for a stated period of time, to become a SADC Secretariat contractor;
 - (iii) will cancel or terminate any on-going contract with the bidder /the contractor;
 - (iv) will request the relevant national authorities to conduct a joint investigation with SADC Secretariat to inspect or carry out audits of the bidder /the contractor' accounting records and financial statements in connection with the contract in question for which it was found guilty of engaging in corrupt, fraudulent, collusive, coercive, or obstructive practices;
 - (v) will en-cash the bid or performance securities of the bidder /the contractor;
 - (vi) will suspend any payments due to the bidder/ contractor, under the contract in question or any other contract the bidder/contractor might have with the organization, until the extent of damage caused by its engagement in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the SADC Secretariat's contract are determined and recovered, and
 - (vii) will sue the bidder /contractor to recover the damages caused by its engagement in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question, if they are not fully recovered by the securities and the payments otherwise due to the bidder/contractor.

- 1.9 Neither the shortlisted Bidders nor their personnel or subcontractor shall be under a declaration of ineligibility for corrupt and fraudulent practices issued by the SADC Secretariat in accordance with the above sub para. 1.8 (d).

- 1.10 Bidders shall furnish information as described in the Financial Proposal submission form (Section 4A) on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract.
- 1.11 Without limitation on the generality of this rule, Bidders, and their subcontractors and personnel shall not be hired under the circumstances set forth below:
- (a) They are bankrupt;
 - (b) Payments to them have been suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting, in accordance with their national laws in the total or partial loss of the right to administer and dispose of their property;
 - (c) Legal proceedings have been instituted against them involving an order suspending payments and which may result, in accordance with their national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of their property;
 - (d) They have been convicted, by a final judgment, of any crime or offence concerning their professional conduct;
 - (e) They are guilty of serious misrepresentation with regard to information required for participation in an invitation to tender;
 - (f) They have been sanctioned by SADC Secretariat pursuant to the Article 48 paragraph (3) letter (b) of the SADC Secretariat Procurement Policy.
- 1.11 Only shortlisted Bidders are allowed to participate in this bidding process. If a Bidder is shortlisted as Joint Venture or Consortium, the composition of Joint Venture or Consortium can be changed with prior approval of the Procuring Entity and only if : (i) is supported by solid and objective arguments, (ii) it does not involve other short listed companies, Joint Ventures or Consortia, (iii) is not generating a conflict of interest, and (iv) is not invalidating the criteria and conditions in place when the joint venture or consortium was prequalified.

2. Clarification and Amendment of Request for Proposal

- 2.1 Bidders may request a clarification of any of the Request for Proposal Documents up to the number of days indicated in **the Data Sheet** before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile, or electronic mail to the Procuring Entity's address indicated in **the Data Sheet**. The Procuring Entity will respond by cable, telex, facsimile, or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without

identifying the source of inquiry) to all invited Bidders who intend to submit proposals.

- 2.2 At any time before the submission of proposals, the Procuring Entity may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the BD. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex, facsimile, or electronic mail to all invited Bidders and will be binding on them. The Procuring Entity may at its discretion extend the deadline for the submission of proposals.

3. Preparation of Proposal

- 3.1 Bidders are requested to submit a proposal written in the language indicated in the **Bid Data Sheet**. All correspondence between the Bidder and Contracting Authority shall be in this language.

Technical Proposal

- 3.2 In preparing the Technical Proposal, Bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

- 3.3 While preparing the Technical Proposal, Bidders must give particular attention to the following:

- (i) If a Bidder considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual Bidder(s) and/or subcontract part of the services to other consulting firms, as appropriate. In case of subcontracting this shall be in the limit stated in **the Data Sheet** but under no circumstances shall exceed forty percent (40%) of the total staff-days input. The Bidders are encouraged to seek the participation of regional Bidders when subcontracting part of the assignment. Under no circumstances, the Bidders shall associate with the other short-listed Bidders, or their affiliates, invited for this assignment. Affiliates are the group of companies, firms, associations, etc. where the Bidder or any of the major shareholders owns a minimum of twenty percent (20%) of shares of the share capital. For the same purpose, major shareholder is any legal or physical person who owns no less than twenty percent (20%) of the shares of the Bidder.
- (ii) For assignments on a staff-time basis, the estimated number of professional staff-days is given in **the Data Sheet**. The proposal shall, however, be based on the number of professional staff-days estimated by the Bidders.

- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
 - (iv) Proposed professional staff must, at a minimum, have the experience indicated in the Terms of Reference, preferably working under conditions similar to those prevailing in the country(ies) of the assignment.
 - (v) Alternative professional staff shall not be proposed, and **only one curriculum vitae (CV)** must be submitted for each position.
 - (vi) Reports to be issued by the Bidders as part of this assignment must be in the language(s) specified in **the Data Sheet**. It is desirable that the firm's personnel have a working knowledge of the official languages of the country (ies) of the assignment.
- 3.4 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):
- (i) Any comments or suggestions on the Terms of Reference on facilities to be provided by the Procuring Entity and on Standard Form of Contract (Form Tech 2).
 - (ii) A description of the methodology and work plan for performing the assignment (Form Tech 3).
 - (iii) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Form Tech 4).
 - (iv) CVs recently signed by the proposed professional staff (Form Tech 5). Key information should include number of years working and positions and responsibilities held in various assignments during the last ten (10) years. To be considered during the evaluation, **the CV shall be accompanied by proof of all stated qualifications and working experience**. The proof qualifications shall be in the form of the copies of the degrees and diploma obtained, while for the professional experience the proof shall be either acknowledgement letters from the previous employers or copies of the contracts signed with them. If the language of these documents is not the English language, they shall be accompanied by a certified translation into English.

- (v) Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Form Tech 6 and 7).
- (vi) A detailed description of the proposed methodology, staffing, and monitoring of training, if **the Data Sheet** specifies training as a major component of the assignment.
- (vii) Any additional information requested in **the Data Sheet**.

3.5 The Technical Proposal shall not include any financial information. If financial information is included in the technical proposal this will be automatically disqualified.

Financial Proposal

3.6 In preparing the Financial Proposal, Bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4). It lists all costs associated with the assignment, including (a) remuneration for staff (foreign and local, in the field and at headquarters), and (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. The Reimbursable expense shall cover **only** the cost indicated in **the Data Sheet**. All other cost estimated by the bidders for the execution of the assignment shall be included in the daily fees of the experts.

3.7 The Financial Proposal **shall not** include the local taxes (including social security), duties, fees, levies, and other charges imposed under the applicable law in the Procuring Entity's country or in the countries of assignment, on the Bidders, the subcontractors, and their personnel (other than nationals or permanent residents of the Procuring Entity's country), unless **the Data Sheet** specifies otherwise. For this purpose, the bidders', the subcontractors' and their personnel' home countries shall not be considered as countries of assignment.

3.8 If so specified in **the Data Sheet**, the Financial Proposal **must** include, without any modification, the amount indicated as fixed reimbursable expenses, to cover for the expenditures already priced by the Procuring Entity (ie, cost of trainings, cost of study tours, cost of financial audits, cost of equipment, etc.).

- 3.9 The total budget available for this assignment, including the taxes indicated at para. 3.7 and the reimbursable expenses indicated at para 3.8, is indicated in **the Data Sheet. Financial Proposals exceeding the available budget will be rejected as non-responsive.**
- 3.10 Bidders **must** express the price of their services in **Euros**. The payment will be made in **Euros**, and the Bidder shall bear all the cost and risks implied by the currency exchange. **Financial Proposals expressed in other currencies than Euros will be automatically disqualified.**
- 3.11 Commissions and gratuities, if any, paid or to be paid by Bidders and related to the assignment will be listed in the Financial Proposal submission form (Section 4A).
- 3.12 **The Data Sheet** indicates how long the proposals must remain valid after the submission date. During this period, the Bidder is expected to keep available the professional staff proposed for the assignment. The Procuring Entity will make its best effort to complete evaluation within this period. If the Procuring Entity wishes to extend the validity period of the proposals, the Bidders who do not agree have the right not to extend the validity of their proposals.
- 4. Submission, Receipt, and Opening of Proposals**
- 4.1 The original proposal (Technical and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person who sign(s) the proposals.
- 4.2 *An authorized representative of the firm initials all pages of the proposal. The representative's authorization is confirmed by a written power of attorney accompanying the proposal.*
- 4.3 For each proposal, the Bidders shall prepare the number of copies indicated in the **Data Sheet**. Each Technical Proposal and Financial Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**" Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "**DO NOT OPEN, EXCEPT IN**

PRESENCE OF THE EVALUATION COMMITTEE.” Information on inner envelopes only, should also include the name of the Bidder and the contract name and reference number.

- 4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in **the Data Sheet**. Any proposal received after the closing time for submission of proposals shall automatically be rejected and shall be returned unopened to the Bidder.

5. Proposal Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any Bidder wishes to contact the Procuring Entity on any matter related to its proposal, it should do so in writing at the address indicated in **the Data Sheet**. Any effort by the firm to influence the Procuring Entity in the Procuring Entity’s proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Bidder’s proposal.
- 5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, including any SADC Secretariat reviews, is concluded.

Public Opening and Evaluation of Technical Proposals: Scoring

- 5.3 The Procuring Entity shall conduct the bid opening in public at the address, date and time specified in **the Data Sheet**. Only the representatives of the bidders and the Evaluation Committee members are allowed to participate in public opening sessions. Any other interested person shall request, in writing, the SADC Secretariat’s permission to participate in a specific bid opening session.
- 5.4 The bid opening shall commence with the Chairperson of the Tender Committee reading out the Bidders’ names and the time of arrival of the proposal. A registration number will be given to each proposal. All envelopes shall be opened one at a time, by the Chairperson of the Evaluation Committee, in order of their arrival.
- 5.5 At the opening, only the Technical Proposal envelope shall be opened immediately and checked for compliance with formal submission requirements by the evaluation committee. The Financial Proposal shall remain sealed and deposited in a safe place until all submitted proposals, of technically responsive bids, are opened publicly.
- 5.6 No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB Sub-Clause 4.5. Only envelopes that are opened and read out at Bid opening shall be considered further.

- 5.7 The Procuring Entity shall prepare the minutes of the Bid opening that shall include a brief description of the bid opening procedures and its findings. The Bidders' representatives who are present shall be requested to sign the attendance sheet. A copy of the minutes shall be distributed to all Bidders who submitted bids in time.
- 5.8 Once the Proposal opening is concluded, the Evaluation Committee, as a whole, and each of its voting members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria (typically not more than three per criteria), and point system specified in **the Data Sheet**. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in **the Data Sheet**.
- Public
Opening and
Evaluation of
Financial
Proposals:
Ranking**
- 5.9 After the evaluation of quality is completed, the Procuring Entity shall notify those Bidders whose proposals did not meet the minimum qualifying mark or were considered nonresponsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Procuring Entity shall simultaneously notify the Bidders that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than 5 days after the notification date. The notification may be sent by registered letter, cable, telex, facsimile, or electronic mail.
- 5.10 The Financial Proposals shall be opened publicly in the presence of the Bidders' representatives who choose to attend. The name of the Bidder, the technical scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Procuring Entity shall prepare minutes of the public opening.
- 5.11 The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Procuring Entity will cost them and add their cost to the initial price), correct any computational errors, and determine if the total price is within the maximum budget available. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed under the applicable law; and to be applied to foreign and non-permanent resident Bidders (and to be paid under the contract, unless the Bidder is exempted) and estimated as per para. 3.7. Should the Financial Proposal, after applying any correction or adjustments, exceeds the available budget for the assignment indicated at paragraph 3.9, this shall be automatically disqualified.

- 5.12 Once corrections or adjustments have been applied, the Financial Proposal shall be adjusted with the Regional Preference. This implies that a bid offering fifty percent (50) % or more expertise (experts) from the SADC Region will be discounted, for the purpose of evaluation only, with fifteen percent (15%).

For the purpose of calculation of the of the percentage of regional expertise, the basis shall be the total number of key staff days allocated to regional experts in the overall allocation of key staff resources proposed by the bidder.

- 5.13 The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) indicated in **the Data Sheet**: $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be awarded the contract.

6. Negotiations of Contract

- 6.1 The Client, prior to award the contract, may enter into negotiation with the successful bidder in order to confirm the availability of proposed Professional staff, incorporation in the methodology of the aspects for which clarifications were requested during the evaluation and the modification of the schedule of mobilization of the team and submission of deliverables under the contract.
- 6.2 No negotiation on the: (i) composition of the proposed professional staff team, (ii) individual or overall professional staff inputs, (iii) unit or total price, and/or (iv) proposed methodology is allowed.
- 6.3 As far as possible, the negotiation shall be conducted in writing. Only in exceptional circumstances, the Client and the successful bidder shall meet for negotiations. In such case the meeting shall take place at the address indicated in the **Bid Data Sheet**.
- 6.4 Having selected the Consultant on the basis of, among other things, an evaluation of the proposed Professional staff, the Client will require assurances that the Professional staff will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be

disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

6.5 The negotiations shall be recorded in a minute of the negotiations and be attached as annex to the contract.

7. Award of Contract

7.1 The Bidder who submitted a technical and financial responsive proposal and received the highest combined score, calculated as per formula given in para 5.13 and the Data Sheet, will be awarded the contract.

7.2 After the approval of the Evaluation Report, the Procuring Entity will promptly notify both the successful and the unsuccessful bidders about the outcome of the evaluation of the bids.

7.3 In the case of the successful bidder, following the notification of award, the validity of its offer shall be automatically extended by sixty (60) days.

7.4 No later than thirty (30) days from that date of notification of the recommendation for the award of the contract, the Procuring Entity shall submit to the applicant the contract for the consulting services. The successful bidder shall be given fifteen (15) days to sign the contract to the Procuring Entity. If it fails to do so, the Procuring Entity may consider cancelling the award of the contract.

7.5 The Contractor is expected to commence the assignment on the date and at the location specified in **the Data Sheet**.

8. Confidentiality

8.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

9. Appeals

9.1 Short listed Bidders may appeal any of the Procuring Entity's decision taken during the evaluation process by following the procedures described in the SADC Secretariat Guidelines at the article specified in **the Data Sheet**.

Information to Bidders

Bid Data Sheet

Clause Reference	Clarifications and/or Amendment to Reference Clause
1.1	<p>The name of the Procuring Entity is: The MINISTRY OF COMMERCE, INDUSTRY AND TRADE</p> <p>The procurement method is: Open Bidding</p> <p>The Edition of the Procurement Guidelines is: August 2016 (Website: http://www.sadc.int/documents-publications/regional-codes-policies/)</p>
1.2	<p>The name, objectives, and description of the assignment are:</p> <p>Contract Name: PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT Contract Reference: SWAZILAND/SADC-TRF/2017/1/17.</p> <p>Brief description of the specific objectives of the contract:</p> <p>OBJECTIVE, PURPOSE & EXPECTED RESULTS</p> <p>Overall objective Overall objective</p> <p>The Eswatini Competition Commission's (SCC) overall objective under this project is to automate to the extent possible the working systems of the Commission's by enhancing the IT infrastructure and performance to address the growing number of cases and workflow whilst maintaining information security and efficient access.</p> <p>Purpose</p> <p>The purpose of this contract is to enhance operational effectiveness and efficiency of the Commission's case process workflow so as to reduce turnaround times and ensure consistency in approach and response in relation to the Commission's end to end process</p> <p>Results to be achieved by the Contractor</p> <p>The results to be achieved by the contractor are as follows:</p>

	<p>Result 1: Analyse the administration and human resource management, ITC infrastructure (hard and soft), and technical work flow process requirements and identify possible gaps. This include IT capacity assessment that determines IT requirements to attain the Commission’s strategic and operational aspirations. Such assessment should include clear specifications of both hardware and software required to achieve the end product (systems). The assessment should be presented in a report.</p> <p>Result 2: Design an electronic management document system, including a digital human resource solutions and procurement of a capable sever and related hardware and software to achieve the following:</p> <ol style="list-style-type: none"> 1. Enable the repatriation of the Commission’s case management systems and if required upgrade the system to optimum operating standard to achieve the Commissions strategic goals. 2. Tailor-made software’s / systems to optimize workflow processes in each department namely category i.e. Administration, Human Resources and Technical Departments which include: <ol style="list-style-type: none"> 1) Mergers and Acquisitions 11) Cartels and Enforcement and 111) Consumer protection. This will facilitate digitization as far as possible for all operations and work flows, thereby enabling easy access to the data systems for both remote and on premise users. <p>Result 3: Repatriation of CMS and Implementation of electronic document management system aligned with CMS including training of Board and staff on use of the system, disaster recovery plan and sustainability/ maintenance plan.</p> <p>Result 4: Provide detailed specification of hardware requirements to fully functionalize the EDMS i.e. Sever, Computers and other ancillary hardware required to optimize the performance of the EDMS.</p>
1.3	The assignment is in a single phase.
1.4	<p>A pre-bid conference will NOT be held.</p> <p>For further information and clarifications, the Procuring Entity’s Representative(s) can be contacted in writing at the address stated in 2.1 below:</p>
1.5	The Procuring Entity will provide the following inputs:

	Assistance with work and residence permits; all relevant reports/ information available under the TRF Project will be made available when the consultant starts working.
1.7.3	The Procuring Entity envisages the need for continuity for downstream work: Yes
2.1	<p>The Last date to receive requests for Clarifications is 23 June 2020, at 16:00 hours local time.</p> <p>A list of questions and responses will be sent to all shortlisted firms by email as they become available.</p> <p>The Last date for Responses is 06th July, at 16:00 hours local time.</p> <p>The address for requesting clarifications is:</p> <p>Secretary to the Tender Committee Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Swaziland</p> <p>Tel: +268 2404 5794 Fax: +268 2404 3833</p> <p>City: MBABANE</p> <p>Country: KINGDOM OF ESWATINI</p> <p>Email: mnguni2014@gmail.com With copy to: muntualmeida@gmail.com; muntua.itd@realnet.co.sz</p> <p>The correspondence shall bear the following reference: Contract Name: PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT Contract Reference: SWAZILAND/SADC-TRF/2017/1/17</p>
3.1	The language of the bidding process is: English
3.3	<p>(i) The Bidder shall not subcontract any portion of the assignment.</p> <p>(ii) The estimated implementation period for the assignment is: 3 months</p> <p>(iii) Reports that are part of the assignment must be written in the following language(s): English only.</p> <p>Personnel proposed for this assignment MUST be fluent in English but do not need to have a working knowledge of other local languages.</p>

3.4	Additional information in the Technical Proposal includes: i) Training is foreseen under this assignment.
3.6	There is no reimbursable expense under this contract. All costs by the bidders for the execution of the assignment shall be included in the fees for the assignment.
3.7	Taxes: It is the responsibility of the bidders to ensure that they familiarize themselves with the relevant tax regulations in their home country and in Botswana. Any liability for taxes must be factored into the fee rate and should not be a separate component of the financial proposal.
3.8	There is no reimbursable expenses budget
3.9	The maximum available budget for this contract is €62,500 (Sixty-Two Thousand Five Hundred Euros)
3.12	Proposals must remain valid for 120 days after the submission date
4.3	Bidders must submit an Original and Three additional copies of each proposal, in hard copy and One electronic version on Memory stick (written in a Microsoft Office application).
4.4	<p>The information on the outer envelope shall be:</p> <p>“PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT”</p> <p>“Do not open before 11th July,2020 at 14:00 hours local time and only in the presence of the Evaluation Committee”</p> <p>The proposal submission address is:</p> <p>Secretary to the Tender Committee Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Eswatini Attention: Mrs Nonhlanhla Ndlangamandla Email: mnguni2014@gmail.com</p> <p>City: MBABANE Country: KINGDOM OF ESWATINI</p> <p>It is the Bidder’s responsibility to obtain a receipt and have the envelope dropped in the Tender Box which is situated in the entrance lobby at the above address and which accessible 24hrs a day, 7 days a week.</p>
4.5	Proposals must be submitted no later than 6th July 2020 at 16:00 hours local time.
5.1	The address to send information to the Procuring Entity is:

	<p>Secretary to the Tender Committee Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Swaziland</p> <p>Tel: +268 2404 5794 Fax: +268 2404 3833</p> <p>City: MBABANE</p> <p>Country: KINGDOM OF ESWATINI</p> <p>Email: mnguni2014@gmail.com Copy: muntualmeida@gmail.com:sphiwe@comco.co.sz</p>						
5.3	<p>The Bid public opening will be held on 13th July,2020:</p> <p>Secretary to the Tender Committee Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Swaziland</p> <p>City: MBABANE</p> <p>Country: KINGDOM OF ESWATINI</p> <p>The bidder's must notify the Procuring Entity, in writing, at least one day prior to the bid opening, the names of their representatives attending the bid opening (if any).</p>						
5.8	<p>TECHNICAL SCORE (100 points) The number of points to be given under each of the evaluation criteria are:</p> <p>ADEQUACY OF THE PROPOSED WORK PLAN AND METHODOLOGY IN RESPONDING TO THE TERMS OF REFERENCE</p> <table data-bbox="609 1564 1339 1669"> <tr> <td>Understanding of TORs</td> <td>10</td> </tr> <tr> <td>Technical Approach and Methodology</td> <td>20</td> </tr> <tr> <td>Work Plan.</td> <td>10</td> </tr> </table> <p>Key Expert 1: Team leader 30% Key Expert 2: Business Process Management Consultant 30%</p>	Understanding of TORs	10	Technical Approach and Methodology	20	Work Plan.	10
Understanding of TORs	10						
Technical Approach and Methodology	20						
Work Plan.	10						

	<p>The number of points to be given under each evaluation sub-criteria for key staff, expressed in percentage from the number points allocated to each key staff, are:</p> <table style="margin-left: 40px;"> <tr> <td>(i) Education and qualifications</td> <td>15%</td> </tr> <tr> <td>(ii) Specific experience</td> <td>70%</td> </tr> <tr> <td>(iii) General Experience & Skills</td> <td>15%</td> </tr> </table> <p>The minimum technical score required to pass is 70% of available points</p>	(i) Education and qualifications	15%	(ii) Specific experience	70%	(iii) General Experience & Skills	15%
(i) Education and qualifications	15%						
(ii) Specific experience	70%						
(iii) General Experience & Skills	15%						
5.10	<p>The Provisional Date and Time set for opening of financial offers for technically acceptable bids is 16th July,2020 14:00 Hours local time.</p> <p>Technically responsive bidders will be invited to attend the opening of financial offers at their own expense.</p> <p>Bidders are required to specify whether or not they will attend the opening of financial proposals in a covering letter sent with their technical proposal.</p> <p>In the event that no company indicates that they will attend the financial proposals opening, the financial proposals will be opened much earlier than date stated in 5.10.</p>						
5.11	<p>The evaluation shall include those taxes, duties, fees, levies, and other charges imposed under the applicable law; and to be applied to foreign and non-permanent resident Bidders and must be included as part of the fees.</p>						
5.12	<p>Regional Preference is NOT applicable</p>						
5.13	<p>The formula for determining the financial scores is the following: <i>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,</i></p> <p>The weights given to the technical and Financial Proposals are: T= 80, and P= 20</p> <p>The formula for the final (combined technical and financial) score is: <i>S = St × T% + Sf × P%</i></p>						
6.2	<p>The Consultant will do his utmost to provide the Key Experts stated in his proposal.</p> <p>In the exceptional event that this is not the case, the Consultant will propose an expert with at least equal qualifications, general and specific experience and suitability for the task and acceptable to the Ministry.</p> <p>If no such expert can be proposed, negotiations will be started with the Consultant having obtained the 2nd highest combined score.</p> <p>Before award of the contract, the contracting authority reserves the right</p> <p>(i) to request the company which has attained the highest combined score to replace an individual expert who does not achieve a total score of 70%.</p>						

	(ii) to call for interviews for one or more of the proposed Key Experts. If, after interview, a Key Expert is deemed to be unacceptable, the contracting authority may request the consultant to propose an alternative candidate. If no suitable expert can be identified, negotiations may be started with the Consultant having obtained the 2nd highest combined score. Key Expert costs associated with interviews must be paid by the consultant.
6.3	The address where the negotiations of the contract (<i>if required</i>) will be held is: Secretary to the Tender Committee Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Swaziland City: MBABANE Country: KINGDOM OF ESWATINI
7.2	Unsuccessful bidders will be notified after successful negotiations (if any) with the winning bidder and as soon as the contract has been signed.
7.5	The expected date to commence the assignment is 20th August,2020
9.1	The procedures to be followed to appeal the Procuring Entity's decision in the procurement process are described in the Article 7 of the SADC Secretariat Guidelines on Procurement and Grants, August 2016 edition available on the SADC Website: http://www.sadc.int/documents-publications/regional-codes-policies/

****Provisional Dates**

4. SECTION 3. TECHNICAL PROPOSAL SUBMISSION FORM

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FORM TECH-6 STAFFING SCHEDULE 36

FORM TECH-7 WORK SCHEDULE Error! Bookmark not defined.

Form TECH-1 Technical Proposal Submission Form

[Location, Date]

To: **Ministry of Investment, Trade and Industry**

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **Contract THE PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT** Reference: **SWAZILAND/SADC-TRF/2017/1/17** in accordance with your Bidding Documents dated *[date of issue]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed in a separate envelope.

Our Proposal is binding upon us and subject to the modifications resulting from correction and clarification made during the evaluation process, for a period of 120 days from the deadline for submission of the bid, as indicated in the Data Sheet reference to clauses 3.12 and 4.5.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Name and Title of Signatory:

Name of Firm:

Address:

Phone:

Facsimile:

e-mail:

Form TECH- 2 Comments and Suggestions on the Terms of Reference , on Counterpart Staff and Facilities to be Provided by the Procuring Entity and on Standard Contract Form

A – On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

**FORM TECH-3 DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT**

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (**max. 30 pages, inclusive of charts and diagrams**) divided into the following three chapters:

- a) *Technical Approach and Methodology,*
- b) *Work Plan, and*
- c) *Organization and Staffing,*

a) *Technical Approach and Methodology.* *In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.*

b) *Work Plan.* *In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-7.*

c) *Organization and Staffing.* *In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]*

Form TECH-4 Team Composition and Task Assignments

Professional Staff			
Name of Staff	Area of Expertise	Position Assigned	Task Assigned

Form TECH - 5 Curriculum Vitae (CV) for Proposed Professional Staff²

Proposed role in the project: *[insert the name of the position]*

1. **Family name:** *[insert the name]*
2. **First names:** *[insert the names in full]*
3. **Date of birth:** *[insert the date]*
4. **Nationality:** *[insert the country or countries of citizenship]*
5. **Civil status:** *[insert: married/ divorced/single/ widower]*

6. Education:

Institution: [Date from – Date to]	Degree(s) or Diploma(s) obtained:
<i>[indicate the month and the year]</i>	<i>[insert the name of the qualification and the specialty/major]</i>
<i>[indicate the month and the year]</i>	<i>[insert the name of the qualification and the specialty/major]</i>

7. Language skills: (Indicate competence on a scale of 1 to 5) (1 – excellent; 5 – basic)

Language	Reading	Speaking	Writing
<i>[insert the language]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>
<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>
<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>

8. **Membership of professional bodies:** *[indicate the name of the professional body]*
9. **Other skills:** *[insert the skills]*
10. **Present position:** *[insert the name]*
11. **Years of experience:** *[insert the no]*
12. **Key qualifications:** (Relevant to the assignment)
[insert the key qualifications]

13. Specific experience in the region:

Country	Date from - Date to
<i>[insert the country]</i>	<i>[indicate the month and the year]</i>
<i>[insert the country]</i>	<i>[indicate the month and the year]</i>
<i>[insert the country]</i>	<i>[indicate the month and the year]</i>

² The CV must not exceed eight (8) pages

14. Professional experience ⁴:

Date from – to ⁵	Location of the assignment	Company & reference person (name & contact details)	Position	Description
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<i>Name of the Company: Address of the company: Phone: Fax: Email: Name, contact details, title of the reference person from the company:</i>	<i>[indicate the exact name and title and if it was a short term or a long term position]</i>	<i>Name of the contract: Beneficiary of the contract: Brief description of the contract: Responsibilities:</i>
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<i>Name of the Company: Address of the company: Phone: Fax: Email: Name, contact details, title of the reference person from the company:</i>	<i>[indicate the exact name and title and if it was a short term or a long term position]</i>	<i>Name of the contract: Beneficiary of the contract: Brief description of the contract: Responsibilities:</i>
<i>Etc.....</i>				

^{3 2} Only key information about the positions and the responsibilities held in various assignments during the last fifteen (15) years should be included. Experience older than 15 years will be rendered irrelevant.

4

⁵ Please enter with the latest experience first.

15. Other relevant information: (e.g. Publications)*[insert the details]***16. Statement:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

I hereby declare that at any point in time, at the Ministry's request, I will provide certified copies of all documents to prove that I have the qualifications and the professional experience indicated at points 6 and 14 above⁴

, documents which are attached to this CV as photocopies.

By signing this statement, I also authorize the Ministry to contact my previous or current employers indicated at point 14 above, to obtain directly reference about my professional conduct and achievements.

I declare that I am able and willing to work for the period(s) foreseen for the position for which my CV has been included in the event that this tender is successful, namely:

From	To	Availability

I confirm that I do not have any confirmed engagement as a key expert in another SADC/EU-funded project, and that I am not involved in any other professional activity incompatible in terms of capacity and timing with the above engagements.

Signature: _____ Date: _____

ATTACHMENTS: 1) *Proof of qualifications indicated at point 6*

^{6 4}*The proof of stated qualifications shall be in the form of the copies of the degree(s)/diploma(s) obtained, while for the professional experience the proof can be obtained from the references given in the CV. Acknowledgement letters from previous employers can contribute to a positive evaluation but are not compulsory*

Form TECH-6 Staffing Schedule

N o	Name of Staff ⁷	Staff input (in the form of a bar chart) ⁸													Total staff-days input ⁹		
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field 10	Total
Key Experts																	
1		[Home]															
		[Field]															
2																	
n																	
													Subtotal				
Non key																	
1		[Home]															
		[Field]															
2																	
n																	
													Subtotal				
													Total				

Full time input

⁷ Position held in the Contract must be indicated as well.

⁸ Months/ weeks are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.

⁹ Select months or weeks as needed.

¹⁰ Field work means work carried out at a place other than the Contractor's home office.



Part time input

Form TECH-7 Work Schedule

N°	Activity ¹¹	Months ¹²												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

¹¹ Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Procuring Entity’s approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

¹² Duration of activities shall be indicated in the form of a bar chart

5. SECTION 4. FINANCIAL PROPOSAL SUBMISSION FORMS

[Comments in brackets [] provide guidance to the Service Providers for the preparation of their Financial Proposals; they should not appear on the Financial Proposals to be submitted.]

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM.....	45
FORM FIN-2 SUMMARY OF COSTS	46
FORM FIN-3 BREAKDOWN OF REMUNERATION ¹	47
FORM FIN-4 BREAKDOWN OF REIMBURSABLE EXPENSES	48

Form FIN-1 Financial Proposal Submission Form

[Location, Date]

To: **Ministry of Commerce, Industry and Trade**

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **THE PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT** *Reference: SWAZILAND/SADC-TRF/2017/1/17* in accordance with your Bidding Documents dated <*insert date*> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of Euro € [*insert the amount in words and figures*]. The Financial Proposal includes the reimbursable expenses indicated in the Data Sheet reference to the clause 3.8.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from correction and clarification made during the evaluation process, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Name and Title of Signatory:

Name of Firm:

Address:

Phone:

Facsimile:

E-mail:

Form FIN-2 Summary of Costs

Cost component	Costs
	(Euro €)
Remuneration	
Maximum Budget for Reimbursable Expenses ¹³	0
Total	

¹³ as per the Data Sheet reference to clause 3.8

Form FIN-3 BREAKDOWN of Remuneration¹⁴

NOT APPLICABLE

¹⁴ Form FIN-3 shall be filled in for the same Professional Staff listed in Form TECH 4 and Form TECH-6.

Form FIN-4 Breakdown of Reimbursable Expenses

NOT APPLICABLE

6. TERMS OF REFERENCE

TERMS OF REFERENCE FOR THE PROCUREMENT & IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM TO ENSURE EFFICIENT AND EFFECTIVE RECORDS MANAGEMENT

1. Background Information

1.1 Procuring Entity

The Ministry of Commerce, Industry and Trade

1.2 Name of End Beneficiary

Eswatini Competition Commission

1.3 Assignment Location

The Kingdom of Eswatini

1.4 Background

The Eswatini Competition Commission (Commission) is a public enterprise under the Ministry of Commerce, Industry and Trade mandated by the Competition Act of 2007 and the Fair Trading Act of 2001 as the national competition and consumer protection agency. The Commission's Secretariat is responsible for conducting investigations relating to competition law violations and consumer protection matters whilst the Board of Commissioners (Board) adjudicates these cases. Externally, the High Court serves as the appellate court and in instances of criminal enforcement the Office of the Director of Public Prosecution prosecutes.

Competition Commission's effectiveness in enforcing competition law suffers from institutional constraints. its operations are based on 'manual data management' while other jurisdictions in the sub-region (COMESA, SACU and SADC) and beyond have migrated to 'electronic data management filing system'. Therefore, to enhance effectiveness, the Competition Commission through this project has prioritized the installation of an electronic document management system which will include amongst others case management, filing system, payroll and human resource system/ solutions.

The envisioned electronic document management system (EDMS) will support the full automation of the workflow systems of the Commission. This will entail systems efficient and effective workflow throughout all departments namely Administrative, Human Resource and Technical work departments. Thus, the system will contain the appropriate software systems to facilitate this work flow.

Therefore, to enhance effectiveness, the Competition Commission through this project has prioritized the recruitment of ‘an electronic document management system expert and a digital Human Resources Solution Expert to both develop and install organization operational systems (e.g. quality management system, performance management system, case management system, payroll, etc) and train the relevant officers on how to utilize the systems optimally’.

As the Kingdom of Eswatini’s competition legislation provides for both criminal and administrative enforcement, access to an efficient, secure and reliable case and document management system by the different stakeholders involved at the various stages of investigating and adjudication is an imperative.

In its endeavor to enhance the agency’s effectiveness and efficiency, in 2014 the Commission introduced a Case Management System (CMS) to support an efficient integrated delivery of case-oriented outputs by increasing case management process workflow. During the first phase of the project a feasibility study was conducted which revealed gaps in the IT infrastructure and equipment to enable the CMS to operate optimally. As it is a web-based system it transpired that there is a need for a server with a larger memory capacity, as well as the need to upgrade the Commission’s hardware, software and website which is currently static and html based and therefore limits interconnectivity with the CMS. Due to the inadequacy of the Commission’s IT infrastructure, as an interim measure the consultant (ERDC) that installed the CMS hosts it on their web-hosting platform in Germany.

The CMS is designed to track, manage and preserve case and non-case documents whilst enabling information sharing among authorized users (internal/external); most importantly the system enhances the security of the Commission’s documents by preventing unauthorized access to and misuse of confidential and/or sensitive information.

2. Objectives, purpose and expected results

2.1 Overall objective

The Eswatini Competition Commission's overall objective under this TRF project is to automate to the extent possible the working systems of the Commission's by enhancing the IT infrastructure and performance to address the growing number of cases and workflow whilst maintaining information security and efficient access.

2.2. Purpose

The purpose of this contract is to enhance operational effectiveness and efficiency of the Commission's case process workflow so as to reduce turnaround times and ensure consistency in approach and response in relation to the Commission's end to end processes.

2.3 Results to be achieved by the Contractor

The results of the project are as follows –

Result 1: Analyse the administration and human resource management, ITC infrastructure (hard and soft), and technical work flow process requirements and identify possible gaps. This will include IT capacity assessment that determines IT requirements to attain the Commission's strategic and operational aspirations. Such assessment should include clear specifications of both hardware and software required to achieve the end product (systems). The assessment should be presented in a report.

Result 2: Design of an electronic document management system and a digital Human Resources Solution, including procurement of server and related hardware and software to achieve the following:

- a) Enable the repatriation of the Commissions case management systems and if required upgrade the system to optimum operating standard to achieve the Commissions strategic goals.
- b) Tailor- made software / systems to optimize workflow processes in each department, namely, Administration, Human Resources and Technical Departments which include:
 - (i) Mergers and Acquisitions;
 - (ii) Cartels and Enforcement; and
 - (iii) Consumer Protection.

This will facilitate digitization as far as possible for all operations and work flows, thereby enabling easy access to the data systems for both remote and on-premise users.

Result 3: Repatriation of CMS and Implementation of electronic document management system aligned with CMS including training of Board and staff on use of system, disaster recovery plan and sustainability/maintenance plan.

Result 4: Provide detailed specifications of hardware requirements to fully functionalise the EDMS (Server, Computers and other ancillary hardware required to optimise the performance of the EDMS).

3. Scope of work

3.1 The scope of work includes but not limited to the following

The project shall have the purpose of enhancing the capabilities of the Commission and its key stakeholders, and will include the following-

- Conduct IT capacity assessment taking into account strategic and operational needs and requirements of the Commission and the Kingdom;
- Design and/or Incorporate internal document management workflow processes;
- Design and install an electronic document management system, including a digital human resources solution and procurement of a capable server and related hardware and software;
- Installation of a server with a rack and repatriation of the Case Management System from current location to the new server;
- Provision of specifications for an electronic document management system and a digital Human Resources Solution;
- Procurement and installation of the electronic document management system, including a digital human resources solution at the Commission;
- Provision of specifications of the related hardware (computers and ancillary hardware) and facilitate its procurement and installation to fully functionalize the EDMS;
- Development of the EDMS sustainability/maintenance plan and disaster recovery plan;
- Installation of a Board Pack software/application in all iPads of Commissioners including access to CMS; and

- Training of Board and Staff on use of equipment and systems.

4.1 Specific work

The deliverables under this project will include the following:

Result 1: Conduct IT capacity assessment to determine IT requirements to attain the Commission's strategic and operational aspirations outlined above and presented in a report with recommendations and costs.

- Establish the Commission's strategic and operational IT needs as well as resources and capabilities including appropriateness of internal data services.
- Determine the Commission's present performance, capabilities, and evaluate new technologies available on the market and their potential to support new strategic options.
- Produce a report of findings and recommendations with an action plan with costs and phases if necessary.

Result 2: Design of electronic document management system, including a digital human resources solution and procurement of a capable server and related hardware and software and allow the Commission to repatriate the CMS system and host it in-house so as to enhance document management and organizational efficiency.

- Develop specifications for a capable server and facilitate sourcing and installation to allow the Commission to repatriate the CMS and
- Facilitate sourcing and installation of electronic document management system that is compatible with the CMS.
- Facilitate the sourcing and installation of related software and hardware to fully functionalize the EDMS i.e. appropriate Computers and ancillary hardware required (20).
- Recommend and design electronic document system that -
 - allows records to be classified in accordance with the Commission's records classification scheme and able to generate a sequential numeric or alphanumeric reference for a folder.
 - stores, scan and record various documents to electronic media.

- allows documents to be created, scanned, indexed and electronically stored and retrieved in a manner that is easily and readily accessible.
- Allows for an effective disaster recovery system.
- accessible from any computer linked to the Commission's computer network both remotely and on site (Commissions premises).
- highly secure and have the ability to assign rights and restrictions on the use or management of particular records in order to facilitate security.
- prevent the destruction or deletion of folders, records and associated metadata at all times, except when authorized to do so by the System Administrator or the creator.
- should monitor access to the system
- Develop specifications for the Board Packs software/application compatible with CMS.
- Preparation and submission of system sustainability and maintenance plan.

Result 3: Repatriation of CMS and Implementation of electronic document management system including training of all staff on use of system, sustainability/maintenance plan and disaster recovery plan.

- Installation of server.
- Liaise with ERDC, the company currently hosting the CMS, and facilitate the repatriation of CMS hosting to local platform as well as all activities that need to be considered/undertaken to achieve this.
- Install electronic document management system.
- Install Board Packs software/application including access to CMS.
- Training of Board and staff on systems.
- Train local technician on system maintenance.

4. Assumptions and risks

4.1 Assumptions underlying the project

It is assumed that all the required equipment will be easily sourced so as not to delay the project.

4.2 Risks envisaged under this Project are:

- If the IT resources and capabilities are incorrectly assessed the solutions might be inadequate or inappropriate which would render the exercise unnecessarily expensive and useless to the Commission's strategic aspirations for enhanced agency efficiency and effectiveness.
- Project needs input from other projects, namely the website redesign and organisational processes development, and coordination might not be effective therefore causing delays.

4.3 Project management

4.3.1 Responsible body

The Commission in liaison with the International Trade Department (ITD) will be responsible for managing this Contract. For purposes of this assignment, the Contract Manager is the Chief Executive Officer (CEO) of the Commission.

4.3.2 Management structure

The Contracting Authority is the Ministry of Commerce, Industry and Trade. The TRF Project has a Project Management Unit (PMU) based at Ministry of Commerce, Industry and Trade. The PMU will be assisting with all project coordination work. The Commission is the beneficiary of this contract and therefore will be managing the implementation of this assignment. The consultant will report directly to the Chief Executive Officer of the Commission. The Commission will be responsible for receiving and accepting deliverables under this contract. The Ministry of Commerce, Industry and Trade will be responsible for authorizing all payments under this contract, having received a payment request from the Commission accepting the deliverables outlined in the contract.

Facilities to be provided by the Contracting Authority and/or other parties

- a) The Commission shall provide the consultant with;
 - Furnished office space
 - Transportation
 - Printer
 - Internet access
- b) Consultant should provide his/her own secretarial services and have his/her own computer and mobile phone.

5. LOGISTICS AND TIMING

5.1 Location

The contract will be implemented in the Kingdom of Eswatini. The consultant shall be stationed at the Commission's offices for the aspects of the exercise requiring him/her to be in country.

5.2 Start date & period of implementation of tasks

The intended start date is 20th August,2020 and the project should be implemented over a period not exceeding three (3) months including sourcing and installation of the server and EDMS, repatriation of the case management system and training of Board and staff.

6. REQUIREMENTS

6.1 Staff

6.1.1 Key experts

All experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract are as follows:

Team Leader's Profile (Key Expert 1) – Electronic Document Management Systems

Education and Training

- A relevant university degree in management information systems, science, business studies, or equivalent.
- Certification in electronic document management systems

Specific technical experience

- Minimum five years' professional experience in developing electronic document management system.
- Experience with implementing electronic Document Management systems. Demonstrated experience in electronic document management in a SharePoint environment is an asset.
- Experience ensuring usability and user-friendliness of records management instruments.
- Demonstrated experience in developing and implementing a classification scheme for all document types, record retention schedules and document metadata standard.

- Demonstrated experience in creating and evaluating records management system requirements for record management.

General experience

- Report writing and presentation preparation including illustrations.
- Data gathering and analysis skills.
- Project management experience.

Key expert 2: Digital Human Resource Solutions Expert

Education and Training

- A relevant university degree in management information systems, science, business studies, or equivalent
- Certification in Digital Human Resource Solutions system

Specific technical experience

- At least 5years in designing and supporting the implementation of digital human resource solutions/business processes and systems designed to result in efficiency.
- Extensive experience in digital process analysis and mapping.
- Experience in digital performance management system design and implementation
- Solid understanding of common industry business practices including accounting, procurement and personnel or human capital management of digital systems.
- Operations management experience.

General Experience

- Data gathering and analysis skills.
- Good written and oral communication and presentation skills.
- Good organisation skills.

7. REPORTS

Reporting requirements

To summarise, in addition to any documents, reports and output specified under the duties and responsibilities of each key expert above, the Contractor shall provide the following reports, in the English language:

Name of report	Content	Time of submission
Inception Report	The diagnostic assessment of the Commission's IT capacity, specification of infrastructure,	No later than 10 working days after the start of implementation

	software, systems and processes for both systems. Summary of deficiencies identified and recommendations.	
Interim Report	Installation of the EDMS and Human Resource Solution System, training of officers on both systems.	No later than 1 month before the end of the implementation period.
Final Report	Description of achievements including problems encountered and recommendations; a final invoice. Aftercare and maintenance plan including user manual.	Within 5 working days after receiving comments on the draft final report from the Project Manager identified in the contract.

Submission & approval of reports

Copies of the reports referred to above must be submitted to the Contracting Authority who is identified in the contract and copied to the Chief Executive Officer for the Commission, who are responsible for the Electronic Document Management System. The Chief Executive Officer (CEO) is responsible for the initial approval and acceptance of the system and related reports. The CEO will further recommend to the Contracting Authority, final approval and acceptance of all deliverables in the contract.

The documents referred to above must be submitted electronically via email as draft reports to the Project Manager. Comments and Approval of final drafts will be provided via e-mail within 30 days. After which two (2) hard copies of the final reports must be formally submitted to the Imprest administrator within two (2) weeks of receiving comments.

8. BUDGET

The available budget for this contract is € **62,500.00 (Sixty-two thousand, five hundred Euros)**. This amount includes the remuneration for consultants (fees) and reimbursable expenses.

The maximum budget for reimbursable expenses is **Euro 2000**. This provision must be included in the budget table to cover reimbursable expenses. This amount shall be included without modification in the Bidder's Financial Proposal. These are expenses associated with the assignment already costed by the contracting authority and will only be reimbursed against required supporting documentation.

9. EVALUATION GRID FOR THE KEY EXPERTS

The technical and financial components of the offer will be awarded 80% and 20% of the total points available respectively.

The technical component of the tender evaluation will assess

- (i) The quality of the CVs provided for the Key Experts (100% of available points).

The contribution of the individual Key Experts to the total CV score will be as follows:

Team Leader 50%

Other Experts 50%

	Criteria	Maximum Scores (%)	
1	Qualifications and Competence of Key Experts		100
	2.1 Education and Qualification	15	
	2.2 Specific Experience	70	
	2.3 General Experience and skills	15	
	TOTAL		100

* * *

7. STANDARD FORM OF CONTRACT

STANDARD CONTRACT FOR CONSULTING SERVICES

**DRAFT CONTRACT FOR PROVISION OF ORGANISATIONAL & HUMAN
RESOURCES DEVELOPMENT SERVICES IN CREATING AN EFFICIENT AND
EFFECTIVE SWAZILAND COMPETITION COMMISSION;**

**CONTRACT REFERENCE:
SWAZILAND/SADC-TRF/2017/1/17**

**BETWEEN *MINISTRY OF COMMERCE, INDUSTRY AND TRADE* (“the Contracting
Authority”)**

AND

***[insert the name]* (“the Contractor”)**

DATE: *[insert the month and the year]*

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8. I. FORM OF CONTRACT

(Text in brackets [] is optional; all notes should be deleted in final text)

This CONTRACT (hereinafter called the “Contract”) is made this the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Contracting Authority]* (hereinafter called the “Contracting Authority”) and, on the other hand, *[name of Contractor]* (hereinafter called the “Contractor”).

*[Note: If the Contractor consist of more than one entity, the above should be partially amended to read as follows: “... (hereinafter called the “Contracting Authority”) and, on the other hand, a joint venture/consortium/association consisting of the following entities, each of which will be jointly and severally liable to the Contracting Authority for all the Contractor’s obligations under this Contract, namely, *[name of Contractor]* and *[name of Contractor]* (hereinafter called the “Contractor”).]*

WHEREAS

- (a) the Contracting Authority has requested the Contractor to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) the Contractor, having demonstrated to the Contracting Authority that he has the required professional skills, personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) The General Conditions of Contract;
 - (b) The Special Conditions of Contract;
 - (c) The following Appendices:
 - Appendix A: Terms of Reference
 - Appendix B: Technical Proposal
 - Appendix C: Financial Proposal
 - Appendix D: Form of Advance Payments Guarantee
2. The mutual rights and obligations of the Contracting Authority and the Contractor shall be as set forth in the Contract, in particular:
 - (a) the Contractor shall carry out the Services in accordance with the provisions of the Contract; and

- (b) the Contracting Authority shall make payments to the Contractor in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Contracting Authority]*

[Authorized Representative]

For and on behalf of *[name of Contractor]*

[Authorized Representative]

[Note: *If the Contractor consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Contractor

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

9. II. GENERAL CONDITIONS OF CONTRACT

1. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Law” means the laws and any other instruments having the force of law in the Contracting Authority’s country, or in such other country as may be specified in the Special Conditions of Contract (SC), as they may be issued and in force from time to time.
- (b) “Contracting Authority” means legal entity named in the SC who procures the Services described in Appendix A hereto from the Contractor.
- (c) “Contractor” means any private or public entity named in the SC that will provide the Services to the Contracting Authority under the Contract.
- (d) “Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is these General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (e) “Day” means calendar day.
- (f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (h) “GC” means these General Conditions of Contract.
- (k) “Member” means any of the entities that make up the joint venture/consortium/association; and “Members” means all these entities.
- (l) “Party” means the Contracting Authority or the Contractor, as the case may be, and “Parties” means both of them.
- (m) “Personnel” means professionals and support staff provided by the Contractor or by any Sub-Contractor and assigned to perform the Services or any part thereof; “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside the Contracting Authority’s country; “Local Personnel” means such professionals and support staff who at the time of being so provided had their domicile inside the

Contracting Authority's country; and "Key Personnel" means the Personnel referred to in Clause GC 4.2(a).

- (n) "Reimbursable expenses" means all assignment-related costs other than Contractor's remuneration.
- (o) "Special Conditions of Contract" or "SC" means the Conditions of the Contract that are peculiar to the Contract between the Contracting Authority by which the GC may be amended or supplemented.
- (p) "Services" means the work to be performed by the Contractor pursuant to this Contract, as described in Appendix A hereto.
- (q) "Sub-Contractors" means any person or entity to whom/which the Contractor subcontracts any part of the Services.
- (r) "Third Party" means any person or entity other than the Contracting Authority, the Contractor or a Sub-Contractor.
- (s) "In writing" means communicated in written form with proof of receipt.

**1.2 Relationship
Between the
Parties**

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Contracting Authority and the Contractor. The Contractor, subject to this Contract, has complete charge of his/her Personnel and Sub-Contractors, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

**1.3 Law Governing
Contract**

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

1.4 Language

This Contract has been executed in the English language which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.5 Headings

The headings shall not limit, alter or affect the meaning of this Contract.

1.6 Notices

- 1.6.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address **specified in the SC**.
- 1.6.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address **specified in the SC**.

- 1.7 Location** The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not so specified, at such locations, whether in the Contracting Authority's country or elsewhere, as the Contracting Authority may approve.
- 1.8 Authority of Member in Charge** In case the Contractor consists of a joint venture/consortium/ association of more than one entity, the Members hereby authorize the entity **specified in the SC** to act on their behalf in exercising all the Contractor's rights and obligations towards the Contracting Authority under this Contract, including without limitation the receiving of instructions and payments from the Contracting Authority.
- 1.9 Authorized Representatives**
- 1.9.1. Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Contracting Authority or the Contractor may be taken or executed by the officials **specified in the SC**.
- 1.9.2. The Contracting Authority's authorized representative shall be called Task Manager. The Task Manager may exercise the authority attributable to him/her **as specified in the SC**.
- 1.9.3. The Task Manager shall have no authority to amend the Contract.
- 1.9.4. The Contractor's authorized representative shall be called Project Director and he/she may exercise the authority attributable to him/her **as specified in the SC**.
- 1.9.5. Either Party shall promptly inform the other of any change of their authorized representative or of any change to the authority attributed to their authorized representative.
- 1.10 Taxes and Duties** The Contractor, its Sub-Contractors and Personnel shall pay such indirect taxes, duties, fees and other impositions levied under the Applicable Law **as specified in the SC**.
- 1.11 Fraud and Corruption** If the Contracting Authority determines that the Contractor and/or its Sub-Contractors have engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract, then the Contracting Authority may, after giving 14 days' notice to the Contractor, terminate the Contractor's employment under the Contract, and the provisions of Clause 2 shall apply as if such expulsion had been made under Sub-Clause 2.9.1(d).
- Should any personnel of the Contractor be determined to have engaged in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Contract, then that personnel shall be removed in accordance with Sub-Clause 4.5

1.11.1 Definitions For the purposes of this Sub-Clause, the terms set-forth below are defined as follows:

- (i) “corrupt practice”¹⁵ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice”¹⁶ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”¹⁷ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”¹⁸ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of that party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a SADC Secretariat investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (bb) acts intended to materially impede the exercise of the SADC Secretariat’s inspection and audit rights provided for under Clause 3.6.

1.11.2 Commissions and Fees The Contracting Authority will require the successful Contractor to disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents with respect to the selection process or execution of the contract. The information disclosed must include at least the name and address of the agent, representative,

¹⁵ “Another party” refers to a public official acting in relation to the selection process or contract execution. In this context, “public official” includes SADC Secretariat staff and employees of other organizations taking or reviewing procurement decisions.

¹⁶ A “party” refers to a public official; the terms “benefit” and “obligation” relate to the selection process or contract execution; and the “act or omission” is intended to influence the selection process or contract execution.

¹⁷ “Parties” refers to participants in the selection process (including public officials) attempting to establish bid prices at artificial, non-competitive levels.

¹⁸ A “party” refers to a participant in the selection process or contract execution.

or commission agent, the amount and currency, and the purpose of the commission or fee.

2. Commencement, Completion, Modification and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into force and effect on the date (the “Effective Date”) the Contracting Authority specifies in the notice to the Contractor instructing the Contractor to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, **listed in the SC** have been met.
- 2.2 Termination of Contract for Failure to Become Effective** If this Contract has not become effective within such time period after the date of the Contract signed by the Parties as specified in the SC, either Party may, by not less than twenty-one (21) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
- 2.3 Commencement of Services** The Contractor shall begin carrying out the Services not later than the number of days after the Effective Date **specified in the SC**.
- 2.4 Expiration of Contract** Unless terminated earlier pursuant to Clause GC 2.9 hereof, this Contract shall expire at the end of such time period after the Effective Date as **specified in the SC**.
- 2.5 Entire Agreement** This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
- 2.6 Modifications, or Variations**
- 2.6.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Pursuant to Clause GC 7.2 here of, however, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 2.6.2. Substantial modifications to the contract, including modifications of the General or Special Conditions of the contract, changes in the scope or the duration of the contract, to the total contract amount and replacement of Key Experts, must be made by means of an addendum. If the request for an amendment comes from the Contractor, the latter must submit such a request to the Contracting Authority at least 30 days before the amendment is intended to enter into force, except in cases which are duly substantiated by the Contractor and accepted by the Contracting Authority.

- 2.6.3. However, where the amendment does not affect the basic purpose of the contract and, for a time based contract, the financial impact is limited to a transfer within the remuneration or between the remuneration and the provision for reimbursable expenses involving a variation of less than 15% of the original amount (or as modified by addendum) for the categories of expense where the money was taken from, the Task Manager shall have the power to order any variation to any part of the services necessary for the proper implementation of the tasks, without changing the object or scope of the contract. Such variations may include additions, omissions, substitutions, changes in quality, quantity, specified sequence, method or timing of performance of the services, changes in contract details and reporting requirements.
- 2.6.4. Prior to any administrative order for variation, the Task Manager shall notify the Contractor of the nature and form of such variation. As soon as possible, after receiving such notice, the Contractor shall submit to the Task Manager a written proposal containing:
- (a) a description of the service to be performed or the measures to be taken and a programme for implementation of the tasks; and
 - (b) any necessary modifications to the programme of implementation of the tasks or to any of the Contractor's obligations under the contract; and
 - (c) for a time based contract, any adjustment to the contract value in accordance with the following principles:
 - (i) where the task is of similar character and executed under similar conditions to an item priced in the budget breakdown, the equivalent numbers of working days shall be valued at the fee rates contained therein;
 - (ii) where the task is not of a similar character or is not executed under similar conditions, the fee rates in the contract shall be applied to the estimated numbers of working days so far as is reasonable, failing which, a fair estimation shall be made by the Task Manager;
- (3) where a variation is necessitated by a default or breach of contract by the Contractor, any additional cost attributable to such variation shall be borne by the Contractor.

- 2.6.5. Following the receipt of the Contractor's proposal, the Task Manager shall decide as soon as possible whether or not the variation shall be carried out. If the Task Manager decides that the variation shall be carried out he/she shall issue the administrative order stating that the variation shall be carried out under the conditions given in the Contractor's proposal or as modified by the Task Manager in accordance with or pursuant to Clause GC 2.6.4.
- 2.6.6. On receipt of the administrative order requesting the variation, the Contractor shall proceed to carry out the variation and be bound by these General Conditions in so doing as if such variation were stated in the contract.
- 2.6.7. No amendment shall be made retroactively except in cases which are duly substantiated by the Contractor and accepted by the Contracting Authority.
- 2.6.8. Any change to the contract which has not been made in the form of an administrative order or an addendum or in accordance with this Clause shall be considered null and void.

2.7 Force Majeure

2.7.1 Definition

- (a) For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Contracting Authority agencies.
- (b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Sub-Contractors or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
- (c) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

2.7.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or a default under, this Contract insofar

as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

2.7.3 Measures to be Taken

- (a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- (b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- (c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- (d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor, upon instructions by the Contracting Authority, shall either:
 - (i) demobilize, in which case the Contractor shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Contracting Authority, in reactivating the Services; or
 - (ii) continue with the Services to the extent possible, in which case the Contractor shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.
- (e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled in accordance with Clause GC 8.

2.8 Suspension

The Contracting Authority may, by written notice of suspension to the Contractor, suspend all payments to the Contractor hereunder if the Contractor fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Contractor to remedy such failure within a period not exceeding thirty (30) days after receipt by the Contractor of such notice of suspension.

2.9 Termination

2.9.1 *By the*

Contracting Authority

The Contracting Authority may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (g) of this Clause GC 2.9.1. In such an occurrence the Contracting Authority shall give a not less than thirty (30) days' written notice of termination to the Contractor, and sixty (60) days' in case of the event referred to in (g).

- (a) If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GC 2.8 above herein, within thirty (30) days of receipt of such notice of suspension or within such further period as the Contracting Authority may have subsequently approved in writing.
- (b) If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its Members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary.
- (c) If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.
- (d) If the Contractor, in the judgment of the Contracting Authority, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
- (e) If the Contractor submits to the Contracting Authority a false statement which has a material effect on the rights, obligations or interests of the Contracting Authority.
- (f) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (g) If the Contracting Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

2.9.2 **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) days' written notice to the Contracting Authority, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause GC 2.9.2.

- (a) If the Contracting Authority fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute pursuant to Clause GC 8 hereof within forty-five (45) days after

receiving written notice from the Contractor that such payment is overdue.

- (b) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (c) If the Contracting Authority fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.
- (d) If the Contracting Authority is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Contractor may have subsequently approved in writing) following the receipt by the Contracting Authority of the Contractor's notice specifying such breach.

2.9.3 Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clauses GC 2.2 or GC 2.9 hereof, or upon expiration of this Contract pursuant to Clause GC 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GC 3.3 hereof, (iii) the Contractor's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GC 3.6 hereof, and (iv) any right which a Party may have under the Applicable Law.

2.9.4 Cessation of Services

Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Contractor shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Contractor and equipment and materials furnished by the Contracting Authority, the Contractor shall proceed as provided, respectively, by Clauses GC 3.9 or GC 3.10 hereof.

2.9.5 Payment upon Termination

Upon termination of this Contract pursuant to Clauses GC 2.9.1 or GC 2.9.2 hereof, the Contracting Authority shall make the following payments to the Contractor:

- (a) remuneration pursuant to Clause GC 6 hereof for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures pursuant to Clause GC 6 hereof for expenditures actually incurred prior to the effective date of termination; and
- (b) except in the case of termination pursuant to paragraphs (a) through (e) of Clause GC 2.9.1 hereof, reimbursement of any

reasonable cost incidental to the prompt and orderly termination of this Contract including the cost of travel of the Personnel.

**2.9.6 Disputes
about Events
of
Termination**

If either Party disputes whether an event specified in paragraphs (a) through (f) of Clause GC 2.9.1 or in Clause GC 2.9.2 hereof has occurred, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to Clause GC 8 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

3. Obligations of the Contractor

3.1 General

**3.1.1 Standard of
Performance**

The Contractor shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Contracting Authority, and shall at all times support and safeguard the Contracting Authority's legitimate interests in any dealings with Sub-Contractors or Third Parties.

**3.1.2 Law Governing
Services**

The Contractor shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that any Sub-Contractor, as well as the Personnel of the Contractor and Sub-Contractor, comply with the Applicable Law. The Contracting Authority shall notify the Contractor in writing of relevant local customs, and the Contractor shall, after such notification, respect such customs.

3.2 Conflict of Interests

The Contractor shall hold the Contracting Authority's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

**3.2.1 Contractor Not
to Benefit from
Commissions,
Discounts, etc.**

(a) The payment of the Contractor pursuant to Clause GC 6 hereof shall constitute the Contractor's only payment in connection with this Contract and, subject to Clause GC 3.2.2 hereof, the Contractor shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Contractor shall use its best efforts to ensure that any Sub-Contractors, as well as the Personnel and agents of either of them, similarly shall not receive any such additional payment.

- (b) Furthermore, if the Contractor, as part of the Services, has the responsibility of advising the Contracting Authority on the procurement of goods, works or services, the Contractor shall comply with the SADC Secretariat's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of the Contracting Authority. Any discounts or commissions obtained by the Contractor in the exercise of such procurement responsibility shall be for the account of the Contracting Authority.

3.2.2 Contractor and Affiliates Not to Engage in Certain Activities

The Contractor agrees that, during the term of this Contract and after its termination, the Contractor and any entity affiliated with the Contractor, as well as any Sub-Contractor and any entity affiliated with such Sub-Contractors, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Contractor's Services for the preparation or implementation of the project.

3.2.3 Prohibition of Conflicting Activities

The Contractor shall not engage, and shall cause their Personnel as well as their Sub-Contractors and their Personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

3.3 Confidentiality

Except with the prior written consent of the Contracting Authority, the Contractor and their Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of providing the Services, nor shall the Contractor and their Personnel make public the recommendations formulated in the course of, or as a result of, the provision of the Services.

3.4 Liability of the Contractor

Subject to additional provisions, if any, set forth in the SC, the Contractors' liability under this Contract shall be provided by the Applicable Law.

3.5 Insurance to be Taken out by the Contractor

The Contractor (i) shall take out and maintain, and shall cause any Sub-Contractor to take out and maintain, at their (or the Sub-Contractors', as the case may be) own cost but on terms and conditions approved by the Contracting Authority, insurance against the risks, and for the coverages specified in the SC, and (ii) at the Contracting Authority's request, shall provide evidence to the Contracting Authority showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.

3.6 Accounting, Inspection and Auditing

The Contractor shall permit the SADC Secretariat and/or persons appointed by the SADC Secretariat to inspect its accounts and records as well as those of its Sub-Contractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the SADC Secretariat if required by the SADC Secretariat. The Contractor's attention is drawn to Clause 1.11.1 which provides, inter alia, that acts intended to materially impede the exercise of the

SADC Secretariat's inspection and audit rights provided for under Clause 3.6 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility under the Contractor Guidelines).

3.7 Contractor's Actions Requiring Contracting Authority's Prior Approval

The Contractor shall obtain the Contracting Authority's prior approval in writing before taking any of the following actions:

- (a) Any change or addition to the Personnel listed in Appendix B
- (b) Subcontracts: the Contractor may subcontract work relating to the Services to an extent and with such experts and entities as may be approved in advance by the Contracting Authority. Notwithstanding such approval, the Contractor shall retain full responsibility for the Services. In the event that any Sub-Contractors are found by the Contracting Authority to be incompetent or incapable in discharging assigned duties, the Contracting Authority may request the Contractor to provide a replacement, with qualifications and experience acceptable to the Contracting Authority, or to resume the performance of the Services itself.
- (c) Any other action that may be specified **in the SC**.

3.8 Reporting Obligations

The Contractor shall submit to the Contracting Authority the reports and documents specified in Appendix A hereto, in the form, in the numbers and within the time periods set forth in the said Appendix. Final reports shall be delivered in CD ROM in addition to the hard copies specified in said Appendix.

3.9 Documents Prepared by the Contractor to be the Property of the Contracting Authority

All plans, drawings, specifications, designs, reports, other documents and software prepared by the Contractor for the Contracting Authority under this Contract shall become and remain the property of the Contracting Authority, and the Contractor shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Contracting Authority, together with a detailed inventory thereof. The Contractor may retain a copy of such documents and software, and use such software for their own use with prior written approval of the Contracting Authority. If license agreements are necessary or appropriate between the Contractor and third parties for purposes of development of any such computer programs, the Contractor shall obtain the Contracting Authority's prior written approval to such agreements, and the Contracting Authority shall be entitled, at its discretion, to require recovery of its expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, **shall be specified in the SC**.

4. Contractors' Personnel and Sub-Contractors

4.1 General

The Contractor shall employ and provide such qualified and experienced Personnel and Sub-Contractors as are required to carry out the Services.

4.2 Description of Personnel

- (a) The title, agreed job description, minimum qualification and estimated period of engagement for carrying out the Services by each of the Contractor's Key Personnel are described in Appendix B. If any of the Key Personnel has already been approved by the Contracting Authority, his/her name is listed as well.
- (b) If required to comply with the provisions of Clause GC 3.1.1 hereof, adjustments with respect to the estimated periods of engagement of Key Personnel set forth in Appendix B may be made by the Contractor by written notice to the Contracting Authority, provided: (i) that such adjustments shall not alter the originally estimated period of engagement of any individual by more than 10% or one week, whichever is larger, and (ii) that the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GC 6.1(b) of this Contract. Any other such adjustments shall only be made with the Contracting Authority's written approval.
- (c) If additional work is required beyond the scope of the Services specified in Appendix A, the estimated periods of engagement of Key Personnel set forth in Appendix B may be increased by agreement in writing between the Contracting Authority and the Contractor. In case where payments under this Contract exceed the ceilings set forth in Clause GC 6.1(b) of this Contract, this will be explicitly mentioned in the agreement.

4.3 Approval of Personnel

The Key Personnel and Sub-Contractors listed by title as well as by name in Appendix B are hereby approved by the Contracting Authority. In respect of other Personnel which the Contractor proposes to use in the carrying out of the Services, the Contractor shall submit to the Contracting Authority for review and approval copies of their Curricula Vitae (CVs). If the Contracting Authority does not object in writing (stating the reasons for the objection) within twenty-one (21) days from the date of receipt of such CVs, such Personnel shall be deemed to have been approved by the Contracting Authority.

4.4 Working Hours, Overtime, Leave, etc.

- (a) Working hours and holidays for Key Personnel are set forth in Appendix A hereto. To account for travel time, Foreign Personnel carrying out Services inside the Contracting Authority's country shall be deemed to have commenced, or finished work in respect of the Services such number of days before their arrival in, or after

their departure from the Contracting Authority's country as is specified in Appendix A hereto.

- (b) The Key Personnel shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in Appendix A hereto, and except as specified in such Appendix, the Contractor's remuneration shall be deemed to cover these items. All leave to be allowed to the Personnel is included in the staff-months of service set forth in Appendix A. Any taking of leave by Personnel shall be subject to the prior approval by the Contractor who shall ensure that absence for leave purposes will not delay the progress and adequate supervision of the Services.

4.5 Removal and/or Replacement of Personnel

- (a) Except as the Contracting Authority may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Contractor, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Personnel, the Contractor shall forthwith provide as a replacement a person of equivalent or better qualifications.
- (b) If the Contracting Authority: (i) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Contracting Authority's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the Contracting Authority.
- (c) Any of the Personnel provided as a replacement under Clauses (a) and (b) above, as well as any reimbursable expenditure the Contractors may wish to claim as a result of such replacement, shall be subject to the prior written approval by the Contracting Authority. The rate of remuneration applicable to a replacement person will be obtained by multiplying the rate of remuneration applicable to the replaced person by the ratio between the monthly salary to be effectively paid to the replacement person and the average salary effectively paid to the replaced person in the period of six months prior to the date of replacement. Except as the Contracting Authority may otherwise agree:, (i) the Contractor shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

4.6 Resident Project Director

If required by the SC, the Contractor shall ensure that at all times during the Contractor's performance of the Services in the Contracting Authority's country a resident Project Director, acceptable to the

Contracting Authority, shall take charge of the performance of such Services.

5. Obligations of the Contracting Authority

5.1 Assistance and Exemptions

Unless otherwise specified in the SC, the Contracting Authority shall use its best efforts to

- (a) provide the Contractor, Sub-Contractors and Personnel with work permits and such other documents as shall be necessary to enable the Contractor, Sub-Contractors or Personnel to perform the Services.
- (b) arrange for the Personnel and, if appropriate, their eligible dependents to be provided promptly with all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Contracting Authority's country.
- (c) facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Personnel and their eligible dependents.
- (d) issue to officials, agents and representatives of the Contracting Authority all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) exempt the Contractor's Personnel and any Sub-Contractors employed by the Contractor for the Services from any requirement to register or obtain any permit to practice their profession
- (f) grant to the Contractor, any Sub-Contractors and the Personnel of either of them the privilege, pursuant to the Applicable Law, of bringing into the Contracting Authority's country reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Personnel and their dependents and of withdrawing any such amounts as may be earned therein by the Personnel in the execution of the Services.
- (g) provide to the Contractor, Sub-Contractors and Personnel any such other assistance as may be **specified in the SC**.

5.2 Access to Land

The Contracting Authority warrants that the Contractor shall have, free of charge, unimpeded access to all land in the Contracting Authority's country in respect of which access is required for the performance of the Services. The Contracting Authority will be responsible for any damage to such land or any property thereon resulting from such access and will indemnify the Contractor and each of the Personnel in respect of liability

for any such damage, unless such damage is caused by the default or negligence of the Contractor or any Sub-Contractors or the Personnel of either of them.

5.3 Change in the Applicable Law Related to Taxes and Duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the Contractor in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GC 6.1(b).

5.4 Services, Facilities and Property of the Contracting Authority

- (a) The Contracting Authority shall make available to the Contractor and its Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in Appendix A at the times and in the manner specified in said Appendix A.
- (b) In case that such services, facilities and property shall not be made available to the Contractor as and when specified in Appendix A, the Parties shall agree on: (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof pursuant to Clause GC 6.1(c) hereinafter.

5.5 Payment

In consideration of the Services performed by the Contractor under this Contract, the Contracting Authority shall make to the Contractor such payments and in such manner as is provided by Clause GC 6 of this Contract.

5.6 Counterpart Personnel

- (a) The Contracting Authority shall make available to the Contractor free of charge such professional and support counterpart personnel, to be nominated by the Contracting Authority with the Contractor's advice, if specified in Appendix A.
- (b) If counterpart personnel are not provided by the Contracting Authority to the Contractor as and when specified in Appendix A, the Contracting Authority and the Contractor shall agree on: (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Contracting Authority to the Contractor as a result thereof pursuant to Clause GC 6.1(c) hereof.
- (c) Professional and support counterpart personnel, excluding Contracting Authority's liaison personnel, shall work under the exclusive direction of the Contractor. If any member of the counterpart personnel fails to perform adequately any work

assigned to such member by the Contractor that is consistent with the position occupied by such member, the Contractor may request the replacement of such member, and the Contracting Authority shall not unreasonably refuse to act upon such request.

6. Payments to the Contractor

- 6.1 Cost Estimates; Ceiling Amount**
- (a) An estimate of the cost of the Services payable in **Euros** is set forth in Appendix C.
 - (b) Except as may be otherwise agreed under Clause GC 2.6 and subject to Clause GC 6.1(c), payments under this Contract shall not exceed the ceiling **specified in the SC**.
 - (c) Notwithstanding Clause GC 6.1(b) hereof, if pursuant to any of the Clauses GC 5.3, 5.4 or 5.6 hereof, the Parties shall agree that additional payments shall be made to the Contractor in order to cover any necessary additional expenditures not envisaged in the cost estimates referred to in Clause GC 6.1(a) above, the ceiling or ceilings, as the case may be, set forth in Clause GC 6.1(b) above shall be increased by the amount or amounts, as the case may be, of any such additional payments.

6.2 Remuneration and Reimbursable Expenses

Option 1: Global Price Contracts

- (a) Subject to the ceilings specified in Clause GC 6.1(b) hereof, the Contracting Authority shall pay to the Contractor, in fix instalments, (i) the remuneration as set forth in SC hereunder, and (ii) the reimbursable expenses as set forth in Clause SC hereunder, based on the following Schedule stated in SC.
- (b) Unless otherwise specified in the SC, the remuneration shall be fixed for the duration of the Contract.

6.3 Currency of Payment

All payments shall be made in **Euros**.

6.4 Mode of Billing and Payment

Billings and payments in respect of the Services shall be made as follows:

Option 1: Global Price Contracts

- (a) All payments under this Contract shall be made to the accounts of the Contractor **specified in the SC**.

- (b) Within the number of days after the Effective Date specified in the SC, the Contracting Authority shall cause to be paid to the Contractor advance payments as **specified in the SC**. When the SC indicate advance payment, this will be due after provision by the Contractor to the Contracting Authority of an advance payment guarantee acceptable to the Contracting Authority in an amount (or amounts) and in a currency specified in the SC. Such guarantee (i) to remain effective until the advance payment has been fully set off, and (ii) to be in the form set forth in Appendix D hereto, or in such other form as the Contracting Authority shall have approved in writing. The advance payments will be set off by the Contracting Authority in equal instalments against the statements for the number of months of the Services specified in the SC until said advance payments have been fully set off.
- (c) The payments shall be done within thirty (30) days upon receipt of the original invoice accompanied by the supporting documents to demonstrate the acceptance by the Contracting Authority of the Contractor deliverable which the payment is tight upon.

7. Fairness and Good Faith

7.1 Good Faith The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

7.2 Operation of the Contract The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause GC 8 hereof.

8. Settlement of Disputes

8.1 Amicable Settlement If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the

Notice of Dispute will consider it and respond in writing within 14 days after receipt. If that Party fails to respond within 14 days, or the dispute cannot be amicably settled within 14 days following the response of that Party, Clause GC 8.2 shall apply.

**8.2 Dispute
Resolution**

Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably according to Clause GC 8.1 may be submitted by either Party for settlement in accordance with the provisions **specified in the SC**.

10. III. SPECIAL CONDITIONS OF CONTRACT

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The Contracting Authority's country is Kingdom of Swaziland .
1.1 (b)	The Contracting Authority is: MINISTRY OF COMMERCE, INDUSTRY AND TRADE
1.1 (c)	The Contractor is:
1.6	<p>The addresses are:</p> <p>Contracting Authority</p> <p>Ministry of Commerce, Industry and Trade International Trade Department Between DPMs Office and Swazi Bank P. O. Box 451 Mbabane, Swaziland</p> <p>Tel: +268 2404 5794 Fax: +268 2404 3833</p> <p>City: MBABANE</p> <p>Country: KINGDOM OF SWAZILAND</p> <p>< NAMES & EMAIL CONTACTS FOR AT LEAST TWO CONTRACT MANAGERS - TECHNICAL TEAM MEMBERS HANDLING THIS ASSIGNMENT ></p> <p>Facsimile:</p> <p>Contractor Attention: Facsimile :</p>
1.8	The Member-in-charge authorized to act on behalf of the Joint Venture / Consortium / Association is: <i>[Insert name of the Lead Partner]</i>
1.9.1	<p>The Authorized Representatives are:</p> <p>For the Contracting Authority: The Task Manager is : <i><name of Contract manager></i></p>

III Special Conditions of Contract

	<p>The alternate Task Managers are: <<i>name of alternate to Contract manager</i>> For the Contractor:</p> <p>The Project Director is [insert the name, title, department organization]</p>
1.9.2	<p>The Contracting Authority delegates to the Task Manager the following authority under this Contract: <i>The Task manager shall be the first point of contact for operational implementation and shall oversee operational implementation on a day to day basis. The Task Manager will approve reports submitted by the Contractor, approve invoices, provide technical guidance on programme implementation</i> <i>The Alternate Task Managers shall be the point of contact for operational implementation in the absence of the Task Manager.</i></p>
1.9.4	<p>The Contractor delegates the Project Director the following authority under this Contract: <i>[list the authority of the Project Director]</i></p> <p>The Contractor delegates the resident Project Director the following authority under this Contract: <i>[list the authority of the resident Project Director]</i></p>
1.10	<p>Taxes and Duties: It is the responsibility of the bidders to ensure that they familiarize themselves with the relevant tax regulations in their home country and in Botswana. Firms and their personnel will be liable for all applicable taxes.</p>
2.1	<p>The effectiveness conditions are the following:</p> <p>The contract becomes effective from the date both parties have signed the contract.</p>
2.2	<p>The time period shall be <i>90 days</i></p>
2.3	<p>The time period shall be <i>50 days but should not extend beyond the date agreed for the mobilization of the Key Experts</i></p>
2.4	<p>The contract will expire Twelve months from the commencement date</p>
3.1.2	<p>The applicable laws shall be the Laws of the Kingdom of Swaziland</p>
3.7.b	<p>Subcontracting is not allowed. Free-lance experts (Key Expert) will not be considered as subcontractors as long as the Contractor retains full responsibility for the services rendered.</p>
3.9	<p>The Contractor shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Ministry.</p>

5.1(g)	The Contracting Authority will provide the consultant with relevant project data and all relevant reports available
6.1 (b)	The contract ceiling: <i>(to be taken from financial proposal)</i> Fee rates are fixed for the duration of the contract.
6.2	<p>Global Price Contract</p> <p>6.2 (a) (i) The payment schedule is the following:</p> <p><i>20% of Contract amount will be paid</i> upon the Contracting Authority’s receipt of CONDUCT IT CAPACITY ASSESSMENT TO DETERMINE IT REQUIREMENTS TO ATTAIN THE COMMISSION’S STRATEGIC AND OPERATIONAL ASPIRATIONS OUTLINED ABOVE AND PRESENTED IN A REPORT WITH RECOMMENDATIONS AND COSTS acceptable to the Contracting Authority;</p> <p><i>40% of Contract amount will be paid</i> upon the Contracting Authority’s receipt of RESULT 2:DESIGN OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM AND PROCUREMENT OF SERVER AND RELATED HARDWARE AND SOFTWARE TO ALLOW THE COMMISSION TO REPATRIATE THE SYSTEM AND HOST IT IN-HOUSE SO AS TO ENHANCE DOCUMENT MANAGEMENT AND ORGANIZATIONAL EFFICIENCY. acceptable to the Contracting Authority; and</p> <p><i>40% of Contract amount will be paid</i> upon the Contracting Authority’s receipt of RESULT 3: REPATRIATION OF CMS AND IMPLEMENTATION OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM INCLUDING TRAINING OF ALL STAFF ON USE OF SYSTEM, SUSTAINABILITY AND MAINTAINANCE PLANAND DISASTER RECOVERY PLAN. acceptable to the Contracting Authority.</p> <p>6.2 (a)(ii) There is no reimbursable expenses budget</p>
6.2 (b)	There are no price adjustments; the rates are fixed for the duration of the contract.
6.2 (c)	There is no reimbursable expenses budget
6.4(a)	Payment shall be made to the account of the Contractor: <i>[Insert Account details]</i>
6.4(b)	Up to 10% of the contract value shall be paid as an advance payment to be made within 30 days after receipt of an invoice and an advance payment guarantee (in Euros) from the Contractor’s bank, acceptable to the Ministry.

8.2

Disputes shall be settled by arbitration in accordance with the following provisions:

1. Selection of Arbitrators. Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three arbitrators, in accordance with the following provisions:
 - (a) Where the Parties agree that the dispute concerns a technical matter, they may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to the *International Court of Arbitration* for a list of not less than five nominees and, on receipt of such list, the Parties shall alternately strike names there from, and the last remaining nominee on the list shall be the sole arbitrator for the matter in dispute. If the last remaining nominee has not been determined in this manner within sixty (60) days of the date of the list, *the International Court of Arbitration* shall appoint, upon the request of either Party and from such list or otherwise, a sole arbitrator for the matter in dispute.
 - (b) Where the Parties do not agree that the dispute concerns a technical matter, the Contracting Authority and the Contractor shall each appoint one arbitrator, and these two arbitrators shall jointly appoint a third arbitrator, who shall chair the arbitration panel. If the arbitrators named by the Parties do not succeed in appointing a third arbitrator within thirty (30) days after the latter of the two arbitrators named by the Parties has been appointed, the third arbitrator shall, at the request of either Party, be appointed by *the International Chamber of Commerce, Paris*.
 - (c) If, in a dispute subject to Clause SC 8.2 1.(b), one Party fails to appoint its arbitrator within thirty (30) days after the other Party has appointed its arbitrator, the Party which has named an arbitrator may apply to the *the International Chamber of Commerce, Paris* to appoint a sole arbitrator for the matter in dispute, and the arbitrator appointed pursuant to such application shall be the sole arbitrator for that dispute.
2. Rules of Procedure. Except as stated herein, arbitration proceedings shall be conducted in accordance with the rules of procedure for arbitration of

	<p>the United Nations Commission on International Trade Law (UNCITRAL) as in force on the date of this Contract.</p> <p>3. <u>Substitute Arbitrators.</u> If for any reason an arbitrator is unable to perform his function, a substitute shall be appointed in the same manner as the original arbitrator.</p> <p>4. <u>Nationality and Qualifications of Arbitrators.</u> The sole arbitrator or the third arbitrator appointed pursuant to paragraphs (a) through (c) of Clause SC 8.2 1 hereof shall be an internationally recognized legal or technical expert with extensive experience in relation to the matter in dispute and shall not be a national of the Contractor's home country [<i>Note: If the Contractor consists of more than one entity, add: or of the home country of any of their Members or Parties</i>] or of the Contracting Authority's country. For the purposes of this Clause, "home country" means any of:</p> <ul style="list-style-type: none">(a) the country of incorporation of the Contractor [<i>Note: If the Contractor consists of more than one entity, add: or of any of their Members or Parties</i>]; or(b) the country in which the Contractor's [or any of their Members' or Parties'] principal place of business is located; or(c) the country of nationality of a majority of the Contractor's [or of any Members' or Parties'] shareholders; or(d) the country of nationality of the Sub-Contractors concerned, where the dispute involves a subcontract. <p>5. <u>Miscellaneous.</u> In any arbitration proceeding hereunder:</p> <ul style="list-style-type: none">(a) proceedings shall, unless otherwise agreed by the Parties, be held in a country which is neither the Contracting Authority's country nor the Contractor's country;(b) the English language shall be the official language for all purposes; and(c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.
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11. IV. APPENDICES

Appendix A – Terms of Reference

Note: This Appendix will include the final Terms of Reference worked out by the Contracting Authority and the Contractors during technical negotiations, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Contracting Authority, etc.

Appendix B – Technical Proposal

Note: List format, frequency, and contents of reports; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here “Not applicable.”

Appendix C – Financial Proposal

Appendix D - Form of Advance Payments Guarantee

Note: See Clause GC 6.4(a) and Clause SC 6.4(a).

Bank Guarantee for Advance Payment

_____ *[Bank's Name, and Address of Issuing Branch or Office]*

Beneficiary: _____ *[Name and Address of Contracting Authority]*

Date: _____

ADVANCE PAYMENT GUARANTEE No.: _____

We have been informed that _____ *[name of Contractor]* (hereinafter called "the Contractors") has entered into Contract No. _____ *[reference number of the contract]* dated _____ with you, for the provision of _____ *[brief description of Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of _____ *[amount in figures]* (_____) *[amount in words]* is to be made against an advance payment guarantee.

At the request of the Contractors, we _____ *[name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ *[amount in figures]* (_____) *[amount in words]*¹ upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractors are in breach of their obligation under the Contract because the Contractors have used the advance payment for purposes other than toward providing the Services under the Contract.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Contractors on their account number _____ at _____ *[name and address of Bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Contractors as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the Contractors have made full repayment of the amount of the advance payment, or on the __ day of _____, 2____, ² whichever is earlier.

¹ The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Contracting Authority.

² Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Contracting Authority would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Contracting Authority might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months]"

III Special Conditions of Contract

Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[signature(s)]

Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.

[one year], in response to the Contracting Authority's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."