

## ICT needs identification and justification

- The need to procure ICT
    - hardware,
    - software,
    - services and supporting infrastructure
- should be driven by the **Procurement unit** ICT needs.
- Existing ***hardware, software*** and ***infrastructure*** should be taken into consideration when seeking **additional ICT needs** for procurement.

## Data Processing

- Data Processing Systems Procurement is the process of acquiring the
  - hardware,
  - software,
  - and services needed to
- collect,
- process,
- store,
- and distribute data in an ICT environment.

# Data Processing Systems

- These are systems that **automatically process data** using computing resources.
- Examples include:
  - ❑ **Transaction Processing Systems**
    - (e.g., ATM systems)
  - ❑ **Management Information Systems (MIS)**
  - ❑ **Decision Support Systems (DSS)**
  - ❑ **Database Management Systems (DBMS)**

## Procurement needs in telecom projects

### ❑ Infrastructure

- Fiber-optic cables,
- towers, satellites
- Switches,
- Routers,
- Antennas

### ❑ Equipment

- Telephone systems,
- VoIP devices,
- mobile devices

## Procurement needs in Telecom Projects

### □ Services

- Internet and data connectivity (ISPs)
- Voice services (local, long-distance, international)
- Managed network services

### □ Software

- Communication platforms (e.g., PBX, UCaaS)
- Network management tools

## **Office systems technology**

□ Office Systems Technology refers to the integration of

- computer hardware,
- software,
- and communication tools  
used to support and enhance  
**administrative and clerical tasks** in  
a modern office environment.

# Office systems technology

## ❑ Hardware

- Computers,
- printers,
- copiers,
- scanners
- Projectors,
- phones, fax machines

## ❑ Software

- Word processing (e.g., MS Word)
- Spreadsheets (e.g., Excel)
- Presentation tools (e.g., PowerPoint)
- Email & calendar apps (e.g., Outlook, Google Workspace)

# Office systems technology

## □ Communication Tools

- Video conferencing (Zoom, MS Teams)
- VoIP phones, chat tools
- Internal messaging systems

## □ Data Management Tools

- Document Management Systems (DMS)
- Cloud storage (Google Drive, OneDrive)
- Office automation systems

## Professional Services

- These include the provision of consultancy assistance for any aspect of
  - ICT systems,
  - networks
  - and database services which may include
  - Design,
  - Development
  - and related activities for implementation of ICT applications.

# Professional Services include

## Consulting Services

- ICT strategy,
- system design,
- business process analysis
- 

## Project Management

- Planning,
- monitoring,
- and controlling ICT projects

## Technical Services

- Network design,
- system integration,
- software development

## Training & Capacity Building

- User training,
- change management,
- IT staff development

## Support & Maintenance

- Ongoing technical support, troubleshooting, updates

## Hosting services

- These are agreements with third parties to host ICT hardware supporting
  - infrastructure,
  - applications
  - or operational functions related to hosting.

## Types of Hosting Services

### ❑ Shared Hosting

- Multiple users share one server.

### ❑ Virtual Private Server (VPS)

- Shared physical server, but with separate virtual environments.

### ❑ Dedicated Hosting

- One server dedicated to a single client.

### ❑ Cloud Hosting

- Resources drawn from multiple connected servers.

### ❑ Managed Hosting

- Hosting provider manages all technical aspects, including maintenance and security.

# Software Licensing

□ What is Software?

□ Software refers to a set of

- Instructions,
- Data,
- or Programs

used to operate computers and execute specific tasks.

□ It contrasts with hardware, which is the physical aspect of a computer.

# Types of Software

- **System Software:**

- Operating systems like

- Windows,
    - Linux,
    - macOS

- **Application Software:**

- MS Office,
    - web browsers,
    - mobile apps

- **Programming Software:**

- Compilers,
    - code editors

- **Middleware:**

- Connects **software components** or applications

## What is Software Licensing?

- Software Licensing is the legal agreement that defines how software can be used and distributed.
- It gives the user certain rights and restrictions regarding the software.

## Purpose of Software Licensing

1. Protects intellectual property rights of the developer/vendor
2. Ensures legal use of software
3. Sets terms of use, including
  - number of users,
  - devices,
  - duration, etc.
4. Outlines penalties for misuse or piracy

# Types of Software Licenses

## □ Proprietary

- Most common;
- software is owned by a company
- e.g., Microsoft Office

## □ Open Source

- Source code is available and can be modified
- e.g., Linux, Apache

## □ Freeware

- Free to use, but source code not available
- e.g., Adobe Acrobat Reader

## Types of Software Licenses

### ❑ Shareware

- Trial version with limited features/time
- e.g., WinRAR)

### ❑ Subscription-Based

- Pay periodically
- e.g., Adobe Creative Cloud, Microsoft 365

### ❑ Perpetual License

- One-time payment, use forever
- e.g., older MS Office versions

### ❑ Concurrent/User-Based

- Limited by number of users at a time or total users

## **Why licensing Matters in ICT Procurement**

- 1. Ensures legal compliance**
- 2. Helps manage budgeting and renewals**
- 3. Prevents legal risks due to software piracy**
- 4. Determines scalability of ICT solutions**

# ICT PROJECT PROCUREMENT & MANAG'T.

Procurement refers to the process required to acquire goods & services from outside organization.

## What is a Project?

Refers to temporary work undertaken to acquire info & communication technology (ICT) goods, Services or systems to meet specific organizational goals or solve a particular problem.

## CHARACTERISTICS OF A ICT PR. PROJECT

1. Temporal

Has a defined beginning & end.

2. Unique purpose

Aims to deliver a specific ICT Solution (e.g., Software, or IT SERVICES)

### 3. Progressive elaboration;

It involves defining a

steps or phases that are planned & executed  
to achieve an objective.

### 4. Resource constraints;

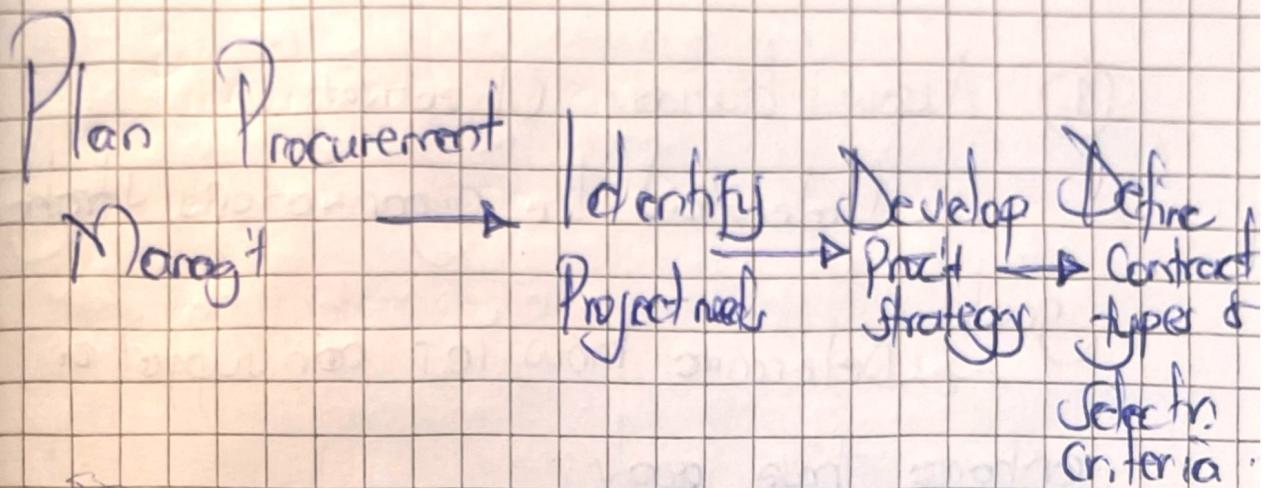
Operates under limitations

Such as budget, time and personnel.

## Examples of ICT Procurement Project.

1. Purchasing and implementing a new enterprise resource planning (ERP) system.
2. Acquiring and setting up network infrastructure for a new office.
3. Procuring software licenses for organization wide use.
4. Outsourcing IT Support services.

# PROCUREMENT PROCESSES IN ICI PROJECTS.



1.

## IDENTIFY PROJECT NEEDS.

Identifying project needs is the first and one of the most critical steps in the procurement process.

It involves understanding what the organization requires in terms of ICI, Systems, Services or equipment.

# Define & Identify needs.

① Assess business Objectives;

→ Understand the organization's strategic goals.

→ Determine how ICT can support or enhance these goals

② Conduct a needs Assessment;

→ Evaluate current systems and processes

③ Identify gaps, inefficiencies or outdated technologies.

④ Engage stakeholders;

→ Consult with users, IT staff management and other departments.

→ Gather input on challenges and expectations

⑤ Define Functional Requirements

→ What should the ICT solution be able to do.

Include both technical and non-technical specifications.

## ⑥ Procurement justification;

Why do we need to outsource or purchase cost, efficiency, expertise or speed?

## ⑦ Create Procurement Plan;

Outline what needs to be bought, defines timelines, specifications and budget estimates.

## ICT EXAMPLE

\* A school's ICT project needs to install a new Network.

\* Internal staff can design the network, but hardware procurement and installation services must be outsourced due to a lack of in-house expertise.

## BEST PRACTICES.

1. Involve technical experts early.
2. Align procurement to project goals.
3. Use SMART criteria (Specific, Measurable, Achievable, Relevant, Timebound).

# ICT Project Procurement Plan

- An ICT Project Procurement Plan is a strategic document that outlines:
  1. What products or services need to be acquired externally
  2. How procurement will be conducted
  3. When and from whom these items will be procured

## Purpose

1. Ensure timely acquisition of goods/services
2. Minimize project risks related to procurement
3. Coordinate procurement activities with project schedules
4. Facilitate vendor selection and management

## Steps in Preparing a Procurement Plan

1. Needs Assessment
2. Define Procurement Requirements
3. Determine Procurement Methods
4. Develop Procurement Schedule
5. Assign Roles and Responsibilities

## ICT Needs Assessment

❑ Needs Assessment is the process of identifying and analyzing the

- specific ICT resources,
- services,
- or systems

required to meet the ICT needs of the organization.

❑ It serves as the foundation for planning and decision-making in the procurement lifecycle.

## Components of Needs Assessment

### □ Stakeholder Consultation

Consult and engage the following

- Engage users,
- Management,
- IT teams,
- procurement officers.
- Collect input on ICT needs,
- current gaps, and future plans.

## Components of Needs Assessment

### Current State Analysis

- Review existing ICT infrastructure.
- Assess system
  - capabilities,
  - compatibility,
  - and lifecycle status.

### Gap Analysis

- Compare current ICT resources with project goals and requirements.
- Identify deficiencies or areas needing improvement.

## Types of Needs in ICT Procurement

### □ Hardware:

- Servers (for data storage, emails, websites)
- Desktop computers and laptops (for staff and students)
- Network devices (routers, switches, firewalls)
- Printers and scanners
- Projectors and smart boards in lecture hall

### □ Software:

- Operating systems (Windows, Linux)
- Learning Management Systems (e.g., Moodle)
- Office applications (e.g., Microsoft 365, Google Workspace)
- Security software (antivirus, firewalls)

## Types of Needs in ICT Procurement

### □ Network Resources:

1. High-speed internet connection
2. Local Area Network (LAN) and Wi-Fi access
3. Virtual Private Network (VPN) for **remote access**

### □ Data Storage and Management:

- On-site or cloud-based data centers
- Backup systems and disaster recovery solutions

## Types of Needs in ICT Procurement

### □ Communication Tools:

- Email servers and systems
- VoIP (Voice over Internet Protocol)
- Video conferencing tools (e.g., Zoom, Teams)

### □ Support Services:

- ICT help desk and technical support
- System administrators and network engineers

## Tools & Techniques Used

- ❖ Surveys and interviews
- ❖ SWOT analysis
- ❖ Cost-benefit analysis
- ❖ Business case development
- ❖ Benchmarking

## Requirements Definition

- Translate **gaps into specific**, measurable procurement requirements.
- Define
  - technical,
  - functional,
  - and performance criteria.

## Prioritization and Budgeting

- Rank needs based on
  - urgency,
  - impact,
  - and feasibility.
- Estimate costs and prepare a **procurement budget**.

## Common Challenges

1. Incomplete or **biased stakeholder** input
2. **Misalignment** with business goals
3. **Underestimation** of future needs
4. Budget **constraints**
5. Rapid **technological change**

## Output of the Needs Assessment

- Needs Assessment Report contain the following

1. Identified ICT needs
2. Justification for procurement
3. Technical specifications
4. Budget estimates
5. Procurement recommendations

## Specifying ICT Procurement requirements

1. Technical Specifications
2. Functional Requirements
3. Performance Criteria
4. Quality Standards

## Technical Specifications

### **□Item/Component Name**

□A clear description of the product or service e.g.,

- Laptop,
- Server,
- Network Switch.

## ❑ Minimum Technical Requirements

### ❑ Specific measurable features, such as:

- Processor type and speed (e.g., Intel i7, 3.0GHz)
- RAM capacity (e.g., 16GB DDR4)
- Storage (e.g., 512GB SSD)
- Network capabilities (e.g., Gigabit Ethernet)
- Software compatibility (e.g., Windows 11, Linux support)

## Technical Specifications

### □ Quantity Required

- Number of units or licenses needed.

### □ Compliance Column

- Used by vendors to indicate whether their product meets the specs (e.g.,
- "*Compliant*" / "*Not Compliant*").

### □ Remarks/Notes

- For any additional information or clarification.

# Technical Specifications

## □ Quantity and Delivery Timeline

- Number of units required and deadlines for delivery or implementation.

## □ Legal and Compliance Requirements

- Licensing,
- data protection,
- and regulatory requirements.

## □ Budget Constraints

- Cost estimates and **funding limits.**

## Purpose Technical Specifications

1. Ensure clarity between buyers and suppliers.
2. Help in evaluating bids effectively and fairly.
3. Align procurement with project goals and user needs.
4. Avoid scope creep and misunderstandings.
5. Serve as a baseline for
  - contract management
  - and performance monitoring.

## Functional Requirements

- Functional Requirements describe what the system, software, or ICT product is supposed to do —
  - the core tasks,
  - features,
  - and functions that it must perform to meet user needs.

## Examples of Functional Requirements

1. The system shall allow users to log in using a username and password.
2. The application must generate monthly sales reports.
3. The website should support online payments via credit card and PayPal.
4. The system shall send email notifications for password resets.
5. Users should be able to upload and download files.

## **Categories of Functional Requirements**

1. User Authentication
2. Data Processing
3. Data Storage and Retrieval
4. Reporting
5. Security Functions
6. Transaction Handling

## Determine procurement methods

- Procurement methods refer to the various strategies or procedures an organization uses to acquire
  - goods,
  - services,
  - or works from external sources.
- The choice of method depends on the project's
  - Complexity,
  - Budget,
  - Urgency,
  - and legal/regulatory frameworks.

# Common Procurement Methods in ICT Projects

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1. Open Tendering (Competitive Bidding)
2. Selective Tendering
3. Request for Proposal (RFP)
4. Single Source (Sole Sourcing)
5. Framework Agreements
6. Shopping

## Open Tendering (Competitive Bidding)

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❑ Open Tendering is a procurement method where invitations to tender are publicly advertised, allowing any qualified supplier to submit a bid.

❑ It ensures

- transparency,
- competition,
- and value for money.

## Characteristics of open tendering

1. Invites bids through public advertisement such
  - Newspapers,
  - Websites,
  - Portals. etc.
2. Gives equal opportunity to all bidders.
3. Provide clear specifications and tender documents.
4. Pre-defined evaluation criteria.
5. Strict timelines for bid submission and opening.

# Open Tendering Process

- Open tendering process includes the following steps

1. Preparation of Tender Documents

2. Advertisement

3. Submission of Bids

4. Bid Opening

5. Bid Evaluation

6. Award of Contract

7. Contract Signing

# Preparation of Tender Documents

- ↳ Tender documents are formal documents issued to potential suppliers inviting them to submit a proposal or bid to supply
  - ICT goods
  - Works
  - Services
- ↳ Needs for tender documents
  1. To clearly communicate project requirements
  2. To ensure fairness and transparency
  3. To enable effective bid evaluation
  4. To comply with procurement regulations



Tender  
Documents  
include

Invitation to Tender  
(ITT)

Brief description of  
the project

Instructions for  
bidders

Submission deadline  
and address

# Invitation to Tender (ITT)

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- An Invitation to Tender (ITT) is a formal request issued by a procuring entity inviting qualified suppliers or service providers to submit bids for the supply of
  - goods,
  - services,
  - or works.
- In ICT procurement, this often includes
  - hardware,
  - software,
  - consulting,
  - and system integration services.

# Contents of an ITT

## □ Project title and tender number

- Clearly identifies the tender
- e.g., "Procurement of ICT Equipment – Tender No. ICT/2025/004"

## □ Procuring entity information

- Name and address of the organization inviting bids

## □ Brief description of the project

- Scope of work,
- goods,
- or services to be provided

# Eligibility Criteria

## □ Legal Requirements

- a) Business registration **certificates**
- b) **Tax** clearance certificates
- c) Compliance with national **procurement laws**
- d) Not **blacklisted** or debarred by authorities

## □ Technical Capacity

- a) Experience in similar ICT projects
- b) Qualifications of technical staff
- c) Availability of relevant equipment and tools
- d) Certifications (e.g., ISO, Microsoft, Cisco)

# Eligibility Criteria

## □ Financial Capability

- a) Audited **financial statements**
- b) Bank **statements** or proof of capital
- c) Minimum **annual turnover** requirement
- d) No history of **bankruptcy**

## □ Past Performance

- a) Positive references from **previous clients**
- b) **Track record** of successful ICT project delivery
- c) Evidence of **contracts completed** on time and within budget

# Instructions for Bidders

- ❑ Instructions for Bidders are **guidelines** provided in the tender documents to help **bidders prepare** and **submit their bids correctly** and comply with procurement rules.
- ❑ They include the following

## ❑ Eligibility Criteria

- Defines who can participate
- Lists required documents (e.g., certificates, licenses)

## ❑ Bid Submission Guidelines

- Deadline for submission
- Number of copies required (original + copies)
- Format and labeling of envelopes
- Method of submission (e.g., physical, electronic)

# Instructions for Bidders

## □ Bid Validity Period

- Duration bids must remain valid (e.g., 90 or 120 days)

## □ Bid Security

- Requirement of bid security (amount, format – bank guarantee or insurance)
- Conditions for forfeiture

## □ Evaluation Criteria

- How bids will be assessed (technical & financial)
- Weightings or scoring method (if applicable)

## □ Language and Currency

- Language in which the bid should be written
- Currency in which prices must be quoted

# Instructions for Bidders

## Submission deadline and address

- All bids must be submitted on or before the specified date and time indicated in the tender notice.

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## Late submissions will not be accepted, regardless of the reason (e.g., delays in postage or courier).

- The exact **deadline date and time** must be clearly stated in the tender document (e.g., "Deadline: 28th June 2025 at 10:00 AM local time").

# Instructions for Bidders

## ❑ Contract Conditions (Draft Contract)

- a) General and special conditions
- b) Payment terms
- c) Penalties for non-performance *See A*
- d) Termination clauses

## ❑ Evaluation Criteria

- a) Technical evaluation (e.g., methodology, experience)
- b) Financial evaluation (lowest price or best value for money)
- c) Scoring system (marks for each component)

# Groupwork

1. A bidder submitted a proposal after the deadline due to internet issues. What should the procurement team do, and why?
2. A firm submits a bid without a tax clearance certificate but offers the lowest price. Should their bid be accepted?
3. A company complains that they were not awarded the contract despite meeting all criteria. What steps should the procuring entity take?  

4. A procuring agency receives only one bid for a competitive ICT tender. What are the possible reasons and solutions?
5. A bidder submitted a technical proposal that met all requirements but failed the financial capacity test. What should happen?

# Advertisement

- Advertisement is the public announcement of a procurement opportunity, inviting eligible suppliers to submit bids or proposals.
- Reasons for advertisement
  - 1. To ensure transparency and open competition
  - 2. To attract qualified and capable suppliers
  - 3. To reach a wide audience (local or international)
  - 4. To comply with procurement laws and guidelines

## Information Included in an Advertisement

### **□Title of the Tender**

- E.g., "Tender for the Supply of ICT Equipment for e-Government Project"

### **□Tender Reference Number**

- For tracking and official identification

### **□Procuring Entity**

- Name and address of the organization issuing the tender

### **□Description of Goods/Services Required**

- Short but clear summary of what's being procured

### **□Eligibility Criteria**

- Who can bid (e.g., local firms, international suppliers, pre-qualified vendors)

### **□How to Obtain Tender Documents**

Website link, physical office address, or email

### **□Deadline for Submission**

- Date, time, and place for submitting bids

### **□Contact Information**

## Where to Advertise Tenders

1. National Newspapers
2. Official Government Procurement Portals
3. Company/Institution Websites
4. Procurement Bulletins
5. International Platforms e.g., World Bank, African Development Bank sites
6. Social Media or Email Notifications (for pre-qualified suppliers)

## Legal & Regulatory Compliance

- Follow national procurement laws (e.g., Rwanda Public Procurement Law)
- Respect timelines and minimum advertising period (often 14–30 days)

## Submission of Bids

- This is the process where bidders formally present their proposals or offers in response to a tender.
- It must be done according to the instructions and within the deadline stated in the tender documents.

# Requirements for Bid Submission

## Submission Deadline

- Bids must be submitted **before** the specified date and time.
- Late bids are usually **rejected automatically**.

## Submission Format

### Physical Submission:

- Sealed envelope, clearly labeled.

### Electronic Submission:

- Via secure e-procurement portals.
- Some projects may accept **both**.

## Number of Copies

- One original and several copies (e.g., 1 original + 2 copies).

# Bid Sealing & Labeling

□ Envelopes must be sealed and signed and Labeled with:

- Tender title
- Tender number
- "Do Not Open Before [Deadline Date]"

□ **Required Documents to Include**

- Completed bid form
- Price schedule
- Technical proposal
- Copy of business license
- Proof of financial capacity
- Bid security (if required)

□ **Acknowledgement of Receipt**

- Procuring entity may issue a receipt
- or acknowledgment of bid submission.

## Best Practices

1. Submit early to avoid last-minute issues
2. Double-check documents before submission
3. Use the correct format (physical/electronic as specified)
4. Secure bid in tamper-proof packaging
5. Get confirmation of submission when possible

## What Causes Bid Rejection

1. Submission after the deadline
2. Missing documents
3. Unsealed or improperly labeled envelopes
4. Altered or unsigned forms
5. Failure to meet eligibility criteria

## Bid Opening

- Bid Opening is the formal process of opening and recording all bids received before the submission deadline, usually in the presence of bidders or their representatives.

## Opening of Bids

- The procuring entity shall open bids submitted before the **deadline for submission** at the **time and in the place** specified in the tender document in the presence of the **bidders' representatives** who choose to attend.
- The bids so opened **shall be initialed** by the members of the **opening committee**.
- The names of the bidders, **bid security** (if so required), **withdrawal**, and any other information deemed necessary **shall be read out aloud** and **opening minutes** prepared accordingly.

## Bid Opening

- 1.Bids are opened Immediately after the submission deadline
- 2.They are opened at the venue and time specified in the tender documents
- 3.The opening is conducted by the Tender Committee or Procurement Unit

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### Who Can Attend?

- 1.Bidders or their authorized representatives
- 2.Procurement officials
- 3.Sometimes external observers (e.g., auditors, regulators)

## Procedure at the opening of bids

### ❑ Registration of Attendance

- Bidders sign an attendance register

### ❑ Verification of Bid Seals

- Each bid is checked to ensure it's sealed and untampered

### ❑ Opening of Bids

- One by one, bids are opened publicly

## Procedure at the opening of bids

### □ Announcement of Key Bid Information

- Name of the bidder
- Bid price (financial offer)
- Confirmation of bid security
- Any major missing documents noted

### □ Preparation of Bid Opening Record (Minutes)

- Details of all bids opened are recorded
- Signed by procurement officials and present bidders

## Common Mistakes to Avoid

1. Opening bids before the deadline
2. Allowing unsealed bids
3. Failing to record or announce all required information
4. Skipping the signing of bid opening minutes

# Bid Evaluation Process

# Bid Evaluation Process

- Bid Evaluation is the systematic assessment of all bids received, using pre-defined criteria, to identify the most suitable bidder for contract award.

## Purposes

1. Ensure **fairness, transparency, and value for money**
2. Select the bidder who best meets the technical and financial requirements
3. Comply with procurement laws and regulations

# Main Phases of Bid Evaluation

## □ Preliminary Examination of Bids

- Prior to detailed evaluation of the bids, the Evaluation Committee shall determine whether each bid is
  1. Properly signed,
  2. Accompanied by the required securities
  3. and meets other requirements in Regulation of the Public Procurement and Disposal Regulations.

## □ Check for:

1. Submission before the deadline
2. Signed and completed bid forms
3. Valid bid security (if required)
4. Eligibility documents

# Evaluation Elements

## Criteria:

These are the technical aspects you're evaluating, such as:

- Experience of the bidder
- Methodology and approach
- Staff qualifications
- Technical solution
- Delivery timeline

## Weighting/Marks:

- Each criterion is assigned a **maximum score** based on its importance (e.g., out of 100%).

## Scoring:

- Each bid is scored against these criteria, and the total technical score is computed.

## Pass Mark/Threshold:

- Often, there is a minimum pass mark (e.g., 70%) that a bidder must achieve to proceed to financial evaluation.

# Example Marking Scheme

Criteria	Max Score	Bidder A	Bidder B
Experience in Similar Projects	20	18	14
Methodology & Work Plan	25	22	20
Staff Qualifications	20	15	20
Technical Solution	20	17	15
Delivery Schedule	15	14	13
Total	100	86	80

## Financial Evaluation

### ❑ Check for Completeness:

- Ensure all costs are included
  - licenses.
  - support.
  - training, taxes, etc.

### ❑ Correct Arithmetical Errors:

- Correct any mathematical errors in pricing and get bidder confirmation.

### ❑ Compare Prices:

- ❑ Compare the total evaluated price of all technically compliant bids.

## **Post-Qualification (Due Diligence)**

Confirm:

- 1. Bidder's capacity to deliver**
- 2. Financial and technical strength**
- 3. Site visits or reference checks (optional)**

## Evaluation Report

- The report is Prepared by the tender evaluation committee and it contains the following
  - Summary of bids
  - Scores/rankings
  - Justification for recommended bidder
- Submitted to the approving authority for award decision

## **Best Practices**

1. Use the exact criteria stated in the tender
2. Avoid introducing new evaluation items mid-way
3. Maintain confidentiality throughout
4. Document every decision transparently

## Award of Contract

□ This is the official notification and authorization to the winning bidder to proceed with the execution of the ICT project or supply of goods/services.

### □ Importance

1. To formally confirm the selection of the successful bidder
2. To begin legal and financial commitments
3. To establish contractual obligations and timelines
4. To ensure transparency in public spending

# Contract Award Process

## □ Approval of Evaluation Report

- Tender Evaluation Report is reviewed and approved by the Procurement Authority or Tender Committee.

## □ Notification of Award (NOA)

- Written letter sent to the winning bidder
- Also known as Letter of Acceptance (LOA)
- Indicates intention to award the contract.

## □ Notification to Unsuccessful Bidders

- Unsuccessful bidders are informed
- They may be provided with reasons (upon request)

## □ Contract Negotiation (if applicable)

- **Final terms may be clarified or adjusted before signing**
- Especially important in complex ICT projects

## SELECTIVE TENDERING

- Tendering is a procurement method where only
  - pre-qualified
  - or invited suppliers are allowed to submit bids.
  
- It is used when the procuring entity wants to ensure that only
  - Reliable,
  - Experienced,
  - or technically capable vendors participate.

## Characteristics of selective tendering

1. Limited to invited bidders or those on a shortlist.
2. Based on pre-qualification or previous performance.
3. Faster than open tendering.
4. Suitable for **specialized or complex ICT projects.**

# Steps in Selective Tendering Process

## 1. Pre-Qualification of Suppliers

- Assess potential bidders based on
  - capability,
  - experience,
  - and resources.

## 2. Shortlisting

- A list of eligible vendors is created.

## 3. Invitation to Tender

- Only shortlisted firms receive the tender documents.

## 4. Bid Submission and Evaluation

- Bids are evaluated technically and financially.

## 5. Awarding the Contract

- Best-value offer wins, followed by contract signing.

## Advantages

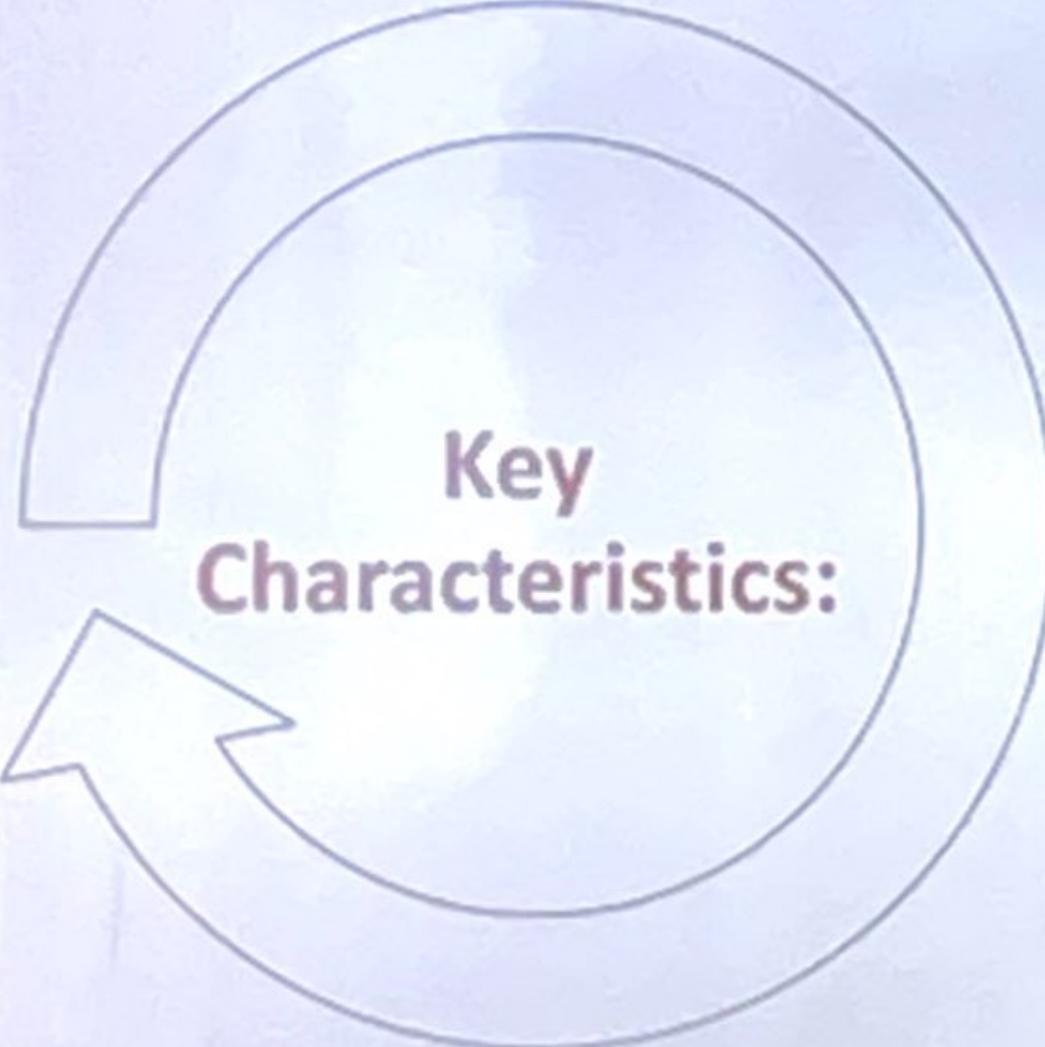
1. Ensures quality bidders.
2. Saves time and resources.
3. Reduces risk of unqualified firms bidding.
4. Suitable for sensitive or mission-critical ICT systems.

## □ Disadvantages:

1. Less competitive than open tendering.
2. May lead to favoritism or bias if not managed transparently.
3. Can limit innovation if the pool is too small.

## REQUEST FOR PROPOSAL (RFP)

- A Request for Proposal (RFP) is a formal procurement method used when an organization needs
  - complex,
  - customized,
  - or technical solutions—typically for
    1. ICT systems,
    2. software development,
    3. or consulting services.
- It invites suppliers to propose **detailed technical and financial solutions** based on the organization's needs.



## Key Characteristics:

1. Used when technical requirements are not fully defined.
2. Emphasizes both technical approach and cost.
3. Allows for innovation and creativity in supplier responses.
4. Requires detailed evaluation criteria.

# Steps in the RFP Process

## 1. Preparation of the RFP Document

- Includes background,
- objectives,
- technical requirements,
- evaluation criteria,
- and submission instructions.

## 2. Issuing the RFP

- Publicly or to selected vendors.

## 3. Proposal Submission

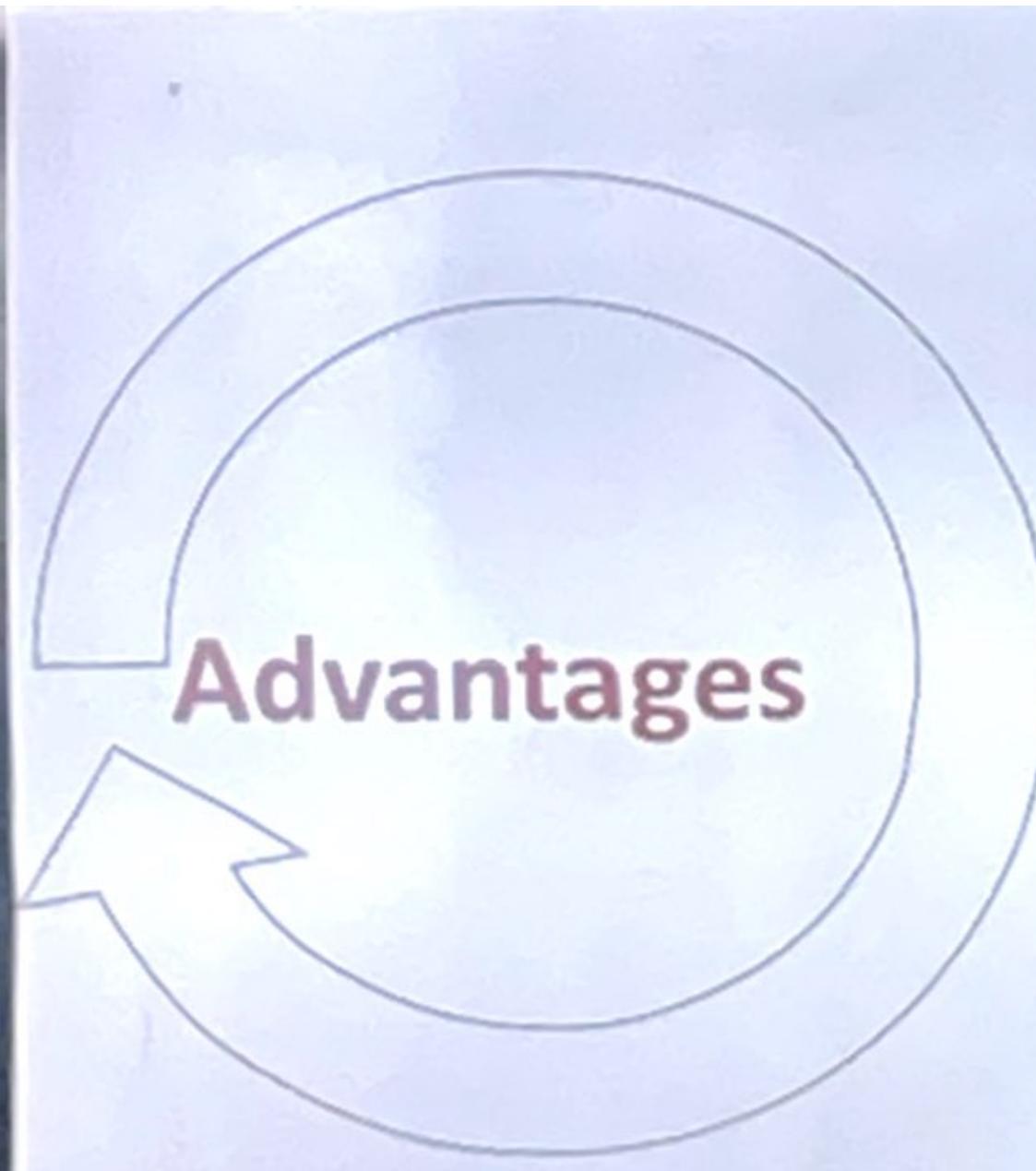
- Vendors submit detailed **technical and financial** proposals.

## 4. Evaluation of Proposals

- Based on **technical merit, methodology, experience, timeline, and cost.**

## 5. Negotiation & Contract Award

- Top vendors may be invited for clarification or negotiation before awarding the contract.

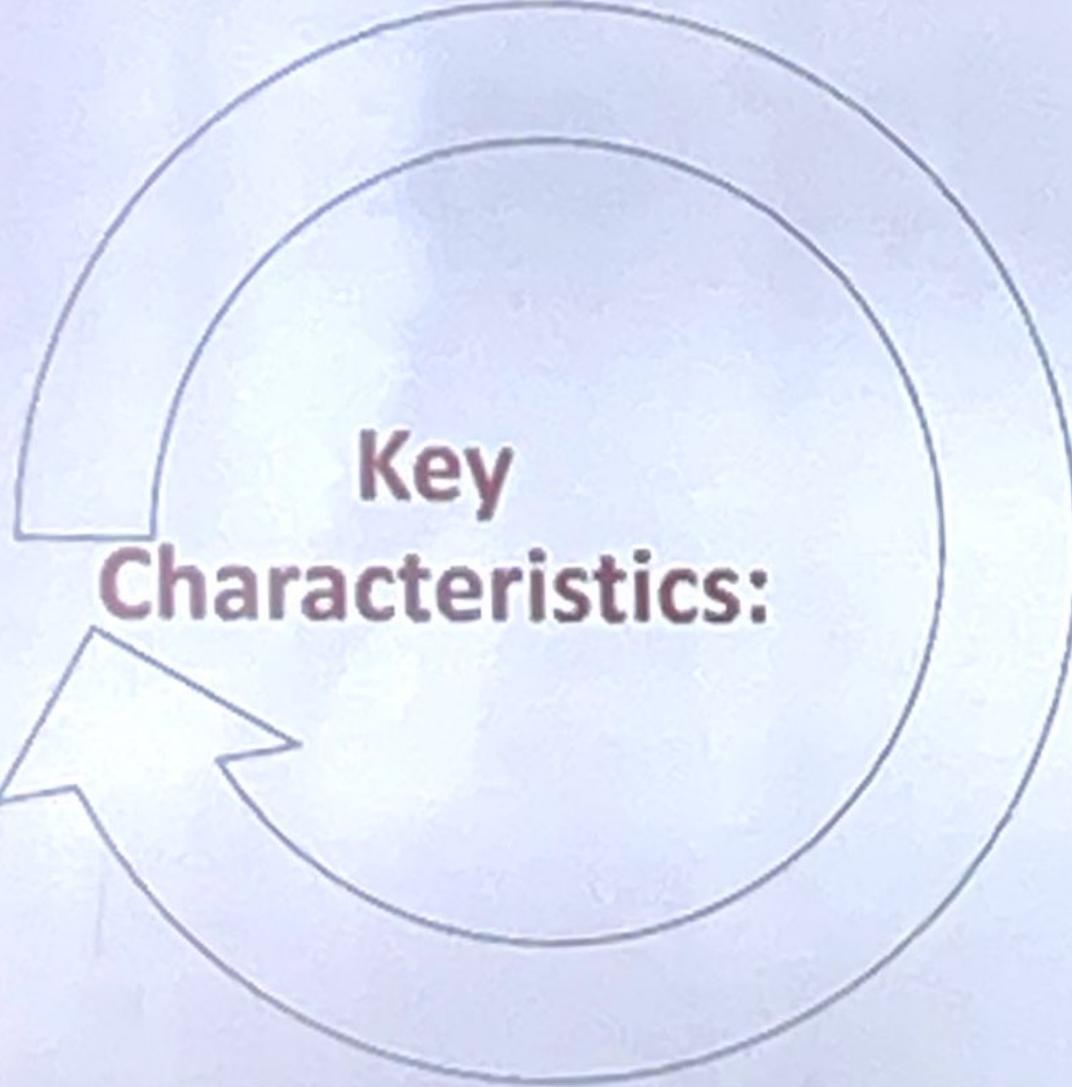


## **Advantages**

1. Encourages innovative solutions.
2. Suitable for complex ICT projects.
3. Focuses on value-for-money not just price.
4. Allows for comparative evaluation across multiple criteria.

## REQUEST FOR QUOTATION (RFQ)

- ❑ A Request for Quotation (RFQ) is a simplified procurement method used to request price quotations from suppliers for standardized goods or services.
  
- ❑ It is typically used for
  - low-value,
  - low-risk,
  - or off-the-shelf ICT items.



## **Key Characteristics:**

1. Used for routine purchases.
2. Focused mainly on price comparison.
3. Involves a short procurement cycle.
4. Suppliers are asked to quote their best price and delivery terms.