**National Prosecution Authority**

**Independence Avenue**

**P.O Box 33970**

**Lusaka**

**DATE: 28/12/2018**

**SUBJECT: REQUEST FOR QUOTAION**

To:

LUSAKA

The National Prosecution Authority (NPA) invites your Company to submit a quotation for the following items/services;

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| **ITEM** | **DESCRIPTION OF GOODS OR SERVICES** | **UOM** | **QUANTITY** |
| 1 | Manage Engine Helpdesk | - | 2 Technicians and 250 Nodes |

Below are the specifications:

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| a | The proposed system must allow configuration of incident management processes based on ITIL version 3 |
| b | The proposed system should have at least two web-based modules;   * Staff/Client Interface – should be a user-friendly interface that can be learned quickly with minimal training; * Administrator Interface. |
| c | The proposed system should have the following user types:   * Staff/end user; * Head of department; * Manager; * Supervisor; * ICT Manager; * ICT staff/Assignee. |
| d | The System should have provision for Creating and Escalating IT Incidents/Problems both Software and Hardware/Networking by Internal Company Staff; |
| e | Once an incident is created, the system should automatically generate an incident number and the incident should be escalated to ICT support for action/resolution; |
| f | An email alert should be sent to the ICT support staff as well as the user each time an incident is created, and once resolved/closed, an email alert should be sent to the user who created the incident. This alert should also be sent to the ICT Manager and the user’s supervisor; |
| g | The system should allow users to log in incidents as guests (as in without being registered on the system); |
| h | Once an incident is raised, an email alert is also sent to the ICT Manager and the user’s supervisor; |
| i | If the incident is pending beyond the set resolution time, the assignee or ICT support staff must state the reason the ticket is pending, and the incident should be escalated to the ICT Manager; |
| j | Assignee/ICT support staff and ICT Manager should have rights/privileges to create tickets on behalf of users; |
| k | Assignee/ICT support staff and ICT Manager should have rights/privileges to close pending tickets or reassign tickets to another ICT support staff; |
| l | The system should generate various reports which should show various information including status of incidents (resolved, closed, pending, and overdue) department, staff, assignee/ICT support staff. The system should also have a feature to allow the generation of ad hoc reports. The reports should be exported at least in csv format; |
| m | The system should have filters to search for incidents by department, assignee, incident type, incidents status, user, location, user’s room number, supervisor, head of department, department code, duplicate incidents, employee id, start date/end date, incident number, etc.; |
| n | The system should have provision for technical configurations which include:   * Full customization to allow creation of workflows; * Task management and assignment; * Configure types of incidents; * Configure service level parameters (resolution time depending on severity and escalation rules); * Configure notifications - should integrate with Microsoft Exchange for email alerts; * Dashboard to display summary information in graphical form. * The system interfaces should be customized with Client logo and Images; * The system must cater for security of sensitive data as well as have the ability to allocate role-based security levels |
| o | After sales technical support for a period of one (1) year; |
| p | Delivery period: Four (4) weeks; and |
| q | Modifications and Customization during the first phase of implementation. |

**Terms and conditions of this inquiry**

* Valid certificate of incorporation/Registration
* Valid certificate of ZRAs tax clearance
* NAPSA Compliance Certificate

**Other Details/Comments**.

Kindly note that the above requested documents under terms and conditions will be considered in the preliminary evaluation of the procurement.

Closing Date

Your quotation should reach the undersigned either by email or in a closed envelop by **29/01/2019 at** **10:00** hour’s local time.

Failure to indicate all details and non- submission of the documents requested will render your bid non- responsive.

National Prosecution Authority reserves the right to accept or reject any quotation, or to annul the process and reject all quotations at any time prior to contract award, without thereby incurring any liability to the affected supplier or Suppliers.

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| --- |
| **SUPPLIER DATE STAMP** |

**Received By:** ……………………………...

**Date**: ……………………………………….

Yours faithfully,

Christine S. Ngwenya

Senior Purchasing and Supplies Officer

**FOR/CHIEF ADMINISTRATOR**