



Ref: SC/RP/HBM-04/2024

# **EXECUTIVE SUMMARY OF BID EVALUATION REPORT**

## **PROVISION OF IT SUPPORT MAINTENANCE & SERVICES**

### **Executive Summary of Bid Evaluation Report**

**Project Title: Provision of Consultancy Services for the provision of IT Support & Maintenances  
services**

**Reference number of procurement: SC/RP/HBM-04/2024**

## **1. Scope of Contract:**

### Project objectives

The objective of this project in IT Support Services & Maintenance is to expand information communication and technology to Municipality of Henties Bay, and to provide enhanced system support to the entire staffs of Municipality of Henties Bay.

The success of these system support will require a strong management team being put in place at the Municipal Council of Henties Bay and the services of a highly motivated Bidder / Service Provider will give a strong support and leverage to the use of these system support in the Council.

### Duties and Responsibilities

- Comprehensive IT support and maintenance.
- supply and Installation of hardware and software infrastructure.
- Rectification of faults.
- Set up, manage, and monitor the Council core IT infrastructure and keep the Council business running without interruption.
- Maintain neat and clean local LAN and network rack.
- Coordinate with ISPs for better internet connection.
- Helpdesk to support Council users and maintain operations.
- Keeping the Council workstation, servers company data safe with enterprise -grade security and virus protection.
- Ensure all systems are updated with the latest corporate antivirus software and its pattern files.
- Protect the Council business from catastrophic data and productivity loss with simple, powerful, and automatic backups.
- Provide Council email/outlook, documents, and contacts in a secure cloud.
- Coordinate with third parties for equipment and software which is faulty and under warranty or otherwise.

- Document any system installation (hardware/software) and related process and maintain authorisation request forms for new user and staff leaving the Council and implement active users/staff audit.
  - Microsoft 365 environment and exchange online (Cloud).
  - Supply 16 x Dell OptiPlex SFF/Core i5 (window 11), payable over duration of the contract thirty-six (36) months.
  - Supply 26 x Dell monitor – 60.5cm (23.8’’), payable over duration of the contract thirty-six (36) months.
2. **Procurement method used:** Open National Bidding
  3. **Date of Invitation of Bids:** 23 February 2024
  4. **Closing date for submission of bids:** 10 April 2024
  5. **Date and place of opening of bids:**  
10 April 2024, Henties Bay Municipality Council Chambers
  6. **Number of bids received by closing date:** 7 bids
  7. **Responsiveness of bids:** 5 Bids

<b>Bidder' s Name</b>	<b>Pricing at Bid Opening N\$</b>	<b>Responsive or not responsive (Yes/ No)</b>	<b>Reasons why bid is not responsive</b>
Acunam Information	1,948,395.60	No	Written undertaking as contemplated in section 138 (2) of the Labour Act, 2007 not attached.
ETA Information Technology	1,551,960.06	No	Scored less than 50 marks in Technical Evaluation

**8. Price comparison for bids that are substantially responsive:**

<b>Name</b>	<b>A. Price at Bid Opening N\$</b>	<b>B. price after Adjustments N\$ (N\$) VAT Excl</b>	<b>C. Overall Scores %</b>	<b>Rank</b>
Shine Technologies	1,504,800.00	1,504,800.00	53.28	-
Imagine IT Solutions	957,000.00	1,216,115.80	71.62	3
Ekondjitho Technologies	916,762.20	916,762.20	93	2
Waldilona Cyber Security	1,630,929.90	1,418,199.91	68.39	4
Business Connexion	1,169,639.72	1,140,164.28	94.12	1

**9. Best Evaluated Bid:** Business Connexion