



## SPECIFIC PROCUREMENT NOTICE

### SUPPORT AND MAINTAINANCE OF SADC SECRETARIAT HPE CONTENT MANAGER 9.2 AND PROVISION OF LICENSE FOR ALL COMPONENTS.

**Reference Number:** SADC/3/5/2/150

**Procurement entity:** The Southern African Development Community (SADC) Secretariat

**Number and titles of lots:** 1

**Location:** Gaborone, Botswana

**Maximum contract budget:**

1. The Southern African Development Community (SADC) Secretariat herewith invites *companies/firms* to submit *proposals* for the following contract(s):

Description of goods/services:

To provide technical support to the staff of the Records Management and ICT Units to resolve any issues that may arise during the use of the HP Content Management system. Ensure that the system operating environment are properly maintained by ensuring that the Secretariat are kept up to date with any new development such as the introduction of new system features, bug fixes and available upgrades.

The Contractor is expected to perform system upgrades, installation of new features and applying fixes that are made available by the manufacturer of the system. The expectation is that the contractor will share knowledge with the SADC technical team to facilitate the troubleshooting process so that there is no over reliance on the contractor.

The Contractor is also expected to assist the Secretariat in conducting end-user training in an effort to help promote usage of the system.

The SADC Secretariat is also expecting the contractor to collect and remit the maintenance fees for HP Content Manager and SQL Server Database through an authorized channel partner for the duration of the contract, whilst also providing advisory service that can assist the SADC Secretariat in making better use of the HP Content Manager system and make its records management processes more efficient.

More details on the scope of the contract(s) provided in the *Bidding Document* which can be downloaded, free of charge, from the following website: [www.sadc.int](http://www.sadc.int).

2. The procurement method used for this contract is Open Bidding as defined in the *SADC Secretariat Guidelines for Procurement and Grants*, edition of January 2017, available at the following website: [www.sadc.int](http://www.sadc.int).

3. The *INVITATION TO BID* is open to all *companies/firms* which satisfy the eligibility and qualification requirements stated in the *Bidding Document*
4. The date and time of submission of the *at* the address indicated in the *bidding Document* is **12<sup>th</sup> February 2021 at 15:00 hours local time**. Proposals received after this time and date, or submitted otherwise than indicated in the *Bidding Document* shall not be considered.

All notifications concerning this procurement process, including: modification of the *Bidding Document*, results of the evaluation or cancellation notices, will be published on the following website [www.sadc.int](http://www.sadc.int) and will also be communicated directly to the bidders.

Interested *companies/firms* may seek clarification or/and additional information concerning this contract, only in writing and by latest **20<sup>th</sup> January 2021 at 16:00 hours local time**, through the following email: : [pchifani@sadc.int](mailto:pchifani@sadc.int); [tenders@sadc.int](mailto:tenders@sadc.int) Copy [amuradza@sadc.int](mailto:amuradza@sadc.int) and [ychingalawa@sadc.int](mailto:ychingalawa@sadc.int)

Att: Mrs. Veronica Zulu Chingalawa,  
Acting Head of Procurement,  
SADC Secretariat SADC Secretariat  
CBD Plot 54385  
Gaborone  
Botswana  
Tel: +267 395 1863

