

**REQUEST FOR PROPOSAL**  
**PROVISION OF INFORMATION TECHNOLOGY SUPPORT SERVICES**  
**PRF NO: NG-0027-2023-CBMG**

**1. Introduction**

CBM Global Disability Inclusion works alongside people with disabilities in the world's poorest places to fight poverty and exclusion and transform lives. We work in over 20 countries, investing in long-term, authentic partnerships with the Disability Movement and multiplying our impact by delivering a combination of inclusive community-based programmes, advocacy for national and global policy change and inclusion advice to other organisations.

CBM Global has been supporting the Nigerian government through various implementing partners in interventions, such as eye health, mental health, obstetric fistula, humanitarian services and disability-inclusive development.

**2. Purpose of this Request for Proposal.**

CBM Global Nigeria Country Office is hereby seeking proposal from interested and eligible companies to provide maintenance and technical support services for CBM Global's Nigeria IT requirements, as provided in the scope of work below, in line with agreed service level standards and quality.

Estimated time requirement for provision of services under this agreement is [4] hours per week. The contract period will be one year with the option to renew for additional one-year subject to satisfactory and professional performance.

**PRF Number:** NG-0027-2023-CBMG

**Deadline for Submission:** 26 May 2023, 5:00pm local Abuja time

**Description:** Provision of maintenance and technical support services for CBM Global's Nigeria IT requirements.

**3. Specifications**

The IT services required include:

- a. 1. Install, configure, and administer hardware and software, client/server systems, network components, backup systems, computers, printers, accessories and mobile phones as laid down by CBM Global standards and guidelines issued from time to time.
2. Perform all required servicing and maintenance of IT equipment like MFP, printers, ePABX, UPS (including battery), as per available inventory and must be carried out according to the producer's instructions.
3. Perform routine check-up as laid down in the Annex 1.

4. Provide quarterly maintenance log report to CBM Global Nigeria and CBM Global Central IT.
5. Assist CBM Global Nigeria team with onsite & offsite equipment set up.
6. Provide day-to-day technical support and troubleshooting to all users upon request for hardware, software and network related problems.
7. Register defects and failures within the IT system, analyse problems, solve such problems.
8. Attend all service calls as described in section 5
9. Report any delay in the resolution time laid down in section 5 due to any unavoidable circumstances like spares unavailability etc., to CBM Global Nigeria immediately along with technical report and clarifications.

#### **4. Deliverables**

- a. Provide quality IT maintenance/service and technical support services including equipment and software installation and/or deinstallation services.
- b. Troubleshooting, including addressing network issues.
- c. Configuration and set up of new laptops and mobile phones in line with CBM Global's standard.
- d. Monthly reporting on incidents and actions.
- e. Attend regular technical meetings with CBM Global central IT (in English) and local management in Nigeria.
- f. Delivery of services within agreed timeframe as and when required.

#### **5. Service Support Requirements and Timelines**

1. Availability:
  - a. Telephone support: during the regular office hours. Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service.
  - b. Email support: monitoring during the regular office hours
  - c. Occasional availability outside the regular office hours after prior arrangement.
2. A dedicated/assigned technician (single point of contact) and maximum one alternate. For the case that both are not available the service provider keeps a proper documentation which allows a third well-trained technician to work for us. The third well-trained technician must meet the requirements mentioned above.
3. Adequate English language skills to communicate on IT related matters with CBM Global central IT.

4. Must sign an NDA (non-disclosure agreement) and meet the data protection requirements of CBM Global.
5. Ability to respond in case of problems within the following times (5x8 support):

Category	Expected response times	Refers to
Prio 1	Problem analysis and resolution starts within 15 minutes. Latest within 90 minutes on site. Resolution within 4 hours.	Any failure of the network infrastructure or of a server.
Prio 2	Problem analysis and resolution starts within 60 minutes. Latest within 3 hours on site. Resolution within one working day.	Problems with a main printer/scanning device or network attached storage (NAS).
Prio 3	Problem analysis and resolution starts within 1 working day. Resolution within three working days.	Workplace printer or single computer/laptop, as long as a spare machine has been provided within half a day

Note:

- The service provider is responsible for maintaining the system in its current configuration.
- Changes of the setup must be approved by CBM Global Central IT function.
- Participate in major roll out and other IT related projects.

## 6. Quotations

Response to this RFQ must be in a fixed-price, all-inclusive basis, including delivery and all other costs. Pricing must be presented in Nigeria Naira. Offers must remain valid for not less than Sixty (60) calendar days after the offer deadline. Prices quoted must remain fixed for a minimum of 12 months. Tenderers are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible.

## 7. Bid requirements for qualification.

Please read this section carefully and be sure that all requested information is included in your submission. Evaluators will neither make assumptions nor draw inferences regarding missing or incomplete information. The submission of incomplete information could result in the rejection of proposal. Proposals should be comprehensive and highlight how the bidding company

intends to meet up with our requirements as stated above, in addition to clearly stating service costs and/or rates of commission, proposals should include the following.

### **(a.) Company Profile**

- (i.) Bidding company should provide a verifiable list of clients (INGO's, UN, Embassies preferred) with evidence of copies of contractual documents.
- (ii.) Explain clearly other services your company specializes in.
- (iii) Evidence of membership in relevant national or international forum.

### **(b.) Registration Requirement**

- (i.) Evidence of registration with Corporate Affairs Commission
- (ii.) Copy of Memorandum and Article of Association
- (iii.) Copy of forms CAC2 and CAC7
- (iv.) Evidence of registration with relevant statutory bodies.
- (v) Provide evidence of financial standing and an updated audit report for 2022.

## **8. With Holding-Taxes and VAT**

The agreement under which this procurement is financed does not permit the financing of any taxes, VAT, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. No such Cooperating Country taxes, VAT, charges, tariffs, duties or levies will be paid under an order resulting from this RFQ. **According to the Nigerian withholding tax law, CBM Global is required to withhold the "subcontractor/vendor" taxes from the gross amount payable to all Nigerian for-profit.**

## **9. Terms and Conditions**

This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate CBM Global to make an award or pay for costs incurred by potential tenderers in the preparation and submission of an offer.

## **10. Qualification criteria**

The Service provider will be selected according to their responsiveness, profile, reliability, financial quote, evidence of past/current delivery of the required services to international development organizations, prompt response to timeline, Company background, payment terms, quality of services, Equipment available to personnel and insurance provision in case of robbery.

The completeness of the submission in compliance to the requirements of the Request for Proposal will be considered.

## **11. Submission**

The hard copy bid documents should be submitted to our address in a sealed envelope and labeled as "**IT Support Consultancy Services**"

Address: CBM Global Disability Inclusion

No.8 Huambo Crescent, off Harper Street, Zone 7, Wuse District,  
Abuja-FCT, Nigeria.

## **12. Notification of the results:**

Only the successful bidder will be notified, and if you do not receive email communication within four weeks after the expiring of the deadline for submission, consider your bid unsuccessful.

## **13. CBM GLOBAL PROHIBITED CONDUCT – CORRUPTION AND FRAUD:**

CBM Global has a zero-tolerance policy towards fraudulent and corrupt practices. Compliance with CBM Global's Policy on Preventing Corruption and Fraud and the Counter Terrorism & Anti Money Laundering Policy is mandatory for staff, implementing partners, volunteers, contractors and related Third Parties.

CBM Global will take all suspicions of corruption seriously and assess, act upon, investigate and discipline all such cases as appropriate and in a professional, transparent, and fair manner.

## **14. Disclaimer:**

This is only a Call for Proposal, CBM Global reserves the right to either amend or cancel it at any time with or without notice. In such cases, CBM Global shall accept no liability whatsoever. The prospective bidder is wholly responsible for any and all costs related to the preparation and submission of their Proposals.

Any failure upon these engagements will involve the rejection of the Proposal formulated or, in case, the cancellation of the committed contracts

## **15. Enquiry**

Enquiries or additional information may be physically made at CBM Global Disability Inclusion Office

No.8 Huambo Crescent, off Kigoma Street, Zone 7, Wuse District, Abuja-FCT, Nigeria.

- a. By email exclusively to: [EOI.Apply@cbm-global.org](mailto:EOI.Apply@cbm-global.org); with the subject stating the reference number.
- b. By Phone through the following numbers: **+234 803 184 4488**

## **Section 1: Offer Checklist**

To assist tenderers in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the tenderer
- Official quotation, including specifications of offered service
- Copy of tenderer's registration or business license
- Copy of company profile including list of clients, previous experience, audit report and complete bank account details

You must submit your quotation in the above order of documents mentioned.

## **Section 2: Offer Cover Letter**

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the tenderer:

To: Procurement Committee,  
CBM Global Disability Inclusion,  
Country Coordinating Office Abuja, Nigeria.  
PRF NO: NG-0027-2023-CBMG.

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm's principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any CBM Global staff members.
- We have no close, familial, or financial relationships with any other tenderer submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other tenderer or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.



- We understand and agree to CBMG prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature:

Name and Title of Signatory:

Date:

Company Name:

Company Address:

Email Address:

Company Telephone and Website:

Company Registration or Taxpayer ID Number:

Does the company have an active bank account (Yes/No)?

Official name associated with bank account (for payment):