



Case Study South Session

Office of Procurement Regulation | Case Study | September 18-20 2019

Case

After conducting its procurement planning activities and publishing, information regarding all planned procurement activities for the following twelve (12) months to its website, the Office of Information Systems of Trinidad and Tobago (OISTT), which is a public procuring entity publishes as part of their planned procurement activities, the procurement of One Hundred and Thirteen (113) laptops and related IT Services to support the function of the 'Named' Procurement Officers in Public Bodies.

On 2nd August, 2019 OISTT published in three (3) daily newspapers a Request for Proposal for the Supply and Delivery of One Hundred and Thirteen (113) laptops and the provision of related IT Services. At the close of the bid submission period four (4) bidders submitted. The bidders are as follows:

1. Curious
2. Personal
3. Details
4. Workaholic

OISTT used a one envelope system. The Accounting Officer on the advice of the 'Named' Procurement Officer at OISTT selected the following four (4) persons to sit on the evaluation committee:

1. Mrs. Legal Studies (from the Legal Department);
2. Mr. Financial Quotes (from the Finance Department);
3. Mrs. Ican Procure (from the Procurement Department); and
4. Mr. User Friendly (as subject matter expert from the IT Department)

On Wednesday 4th September 2019, the company at a public opening '*read out*' the tender/bid prices of all the bidders. The bids were as follows:

| Name of Bidder | Cost/Fee Proposal |
|----------------|-------------------|
| Curious | \$875,105TT |
| Personal | \$2,508,579TT |
| Details | \$469,050US |
| Workaholic | \$3,127,602.61TT |

Bidders were also required to provide a sample laptop for assessment of the technical specifications. All bidders submitted sample laptops except for Workaholic.

On Thursday 5th September, 2019 the Evaluation Committee began the evaluation process. On Friday 6th September, 2019 the procurement representative on the Evaluation Team issued a letter via e-mail to Workaholic as follows:

“Upon review of your submission OISTT noted that the technical specifications of the proposed laptops did not meet the requirements specified in the RFP and you did not provide a sample laptop for verification of same. Additionally, we noted that the price quoted included the cost of providing the Anti-Virus software. We are almost at the end of the evaluation process and are requesting that you propose an alternative laptop (specifications and sample) as well as a revised commercial proposal for consideration of OISTT.”

The results of the Evaluation prior to the request from Workaholic for an alternative laptop, amended technical specifications and amended price as follows:

OFFICE OF INFORMATION SYSTEMS OF TRINIDAD AND TOBAGO

TECHNICAL ASSESSMENT OF BIDS FOR 113 LAPTOPS – BASED ON SPECIFICATIONS PROVIDED BY SUPPLIERS

| Minimum Technical Specifications | | | Curious | Personal | Details | Workaholic |
|----------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------|-------------|--------------|--------------|--------------|
| No: | 113 Units | | | | | |
| 1. | Processor Speed (CACHE) | 2.8 GHz Clock Speed, Dual Core 2MB Cache or Equivalent | Yes | Yes | No (2.6 GHz) | No (2 GHz) |
| 2. | Memory | 4GB, DDR3. 1333MHz | Yes | Yes | Yes | No (3 GB) |
| 3. | I-DD | 320 Gb SATA Drive, 7200 RPM | Yes | Yes | Yes | Yes |
| 4. | Wireless Network type | 802.11 b/g/n/ac Gigabit Speed – (built in card) | Yes | Yes | Yes | Yes |
| 5. | Operating System | Compatible with Macrohard Software 64 Bit. OISTT will provide an upgrade license to Macrohard Software | Yes | Yes | Yes | Yes |
| 6. | Warranty | Three (3) years On Site Parts and Labour – Battery included (Local presence warranty and support) | Yes | Yes | Yes | Yes |
| 7. | Maximum Weight | 2.38Kg | No (2.39kg) | Yes | No (2.39kg) | No (4 kg) |
| 8. | Maximum Display | 14 - 15.6" HD Display | Yes | No (16") | Yes | No (17") |
| 9. | Battery Life | 6 Hours (minimum) | Yes | No (5 hours) | No (5 hours) | No (4 hours) |

| <u>Minimum Technical Specifications</u> | | | Curious | Personal | Details | Workaholic |
|-----------------------------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------|---------|----------|---------|-------------------------------------|
| No: | 113 Units | | | | | |
| 10. | Power Supply | External 60 Hz AC Adaptor | Yes | Yes | Yes | Yes |
| 11. | Interface Type | Integrated 1 x USB 3.0, 2 x USB 2.0 Integrated HDMI Integrated Gigabit Ethernet LAN (RJ45) Integrated Audio | Yes | Yes | Yes | Yes |
| 12. | Input Device | USB Optical Mouse | Yes | Yes | Yes | Yes |
| 13. | Keyboard Type | English (Full size, spill resistant) | Yes | Yes | Yes | Yes |
| 14. | Speaker Type | Integrated | Yes | Yes | Yes | Yes |
| 15. | Anti – Virus Software | Not Required (OISTT will provide) | Yes | Yes | Yes | Anti -Virus Included in price |

| Criterion | Total % | Curious | Personal | Details | Workaholic |
|------------------------------------------------------------------|------------|-----------|--------------|--------------|--------------|
| Cost | 50 | 50 | 17.44 | 13.46 | 13.99 |
| Delivery Capability & Technical Capability of the staff assigned | 30 | 28 | 30 | 15 | 26 |
| After Sales Service Plan | 10 | 7 | 8 | 7 | 7 |
| Warranty – minimum 3 years | 10 | 10 | 10 | 10 | 10 |
| Total | 100 | 95 | 65.44 | 45.46 | 56.99 |

The Evaluation Committee noted that the price submitted by Details was quoted in USD and was therefore converted to TTD using the exchange rate of 6.93.

REVISED SUBMISSION

Based on the alternative laptop, amended technical specifications and amended price submitted by Workaholic, the scores were amended by the Evaluation Team as follows:

| Name of Bidder | Cost/Fee Proposal |
|----------------|--------------------------------|
| Curious | \$875,105TT |
| Personal | \$2,508,579TT |
| Details | \$469,050US (\$3,250,516.50TT) |
| Workaholic | \$850,000TT |

REVISED SCORES

| Criterion | Total % | Curious | Personal | Details | Workaholic |
|------------------------------------------------------------------|------------|--------------|--------------|--------------|------------|
| Cost | 50 | 48.56 | 16.94 | 13.07 | 50 |
| Delivery Capability & Technical Capability of the staff assigned | 30 | 28 | 30 | 15 | 26 |
| After Sales Service Plan | 10 | 7 | 8 | 7 | 7 |
| Warranty – minimum 3 years | 10 | 10 | 10 | 10 | 10 |
| Total | 100 | 93.56 | 64.94 | 45.07 | 93 |

Based on the revised submission the Evaluation Committee noted that the submission by Workaholic fully met the technical requirements specified in the RFP. Given the revised price submitted, Workaholic was identified as the successful bidder and was recommended by the Evaluation Team for award of the contract for the Supply and Delivery of One Hundred and Thirteen (**113**) laptops and the provision of related IT Services. The recommendation for award was approved by the 'Named' Procurement Officer, the Procurement and Disposal Advisory Committee had no objection and the Accounting Officer authorised the issuance of the Notice of Intention to Award/ Standstill Notice. The standstill notice was issued on September 9th, 2019 for a period five (**5**) days. On the 15th of September, 2019 Curious submitted a letter to OISTT challenging the intention to award.

Case Study Questions

1. Identify the relevant sections of the Act that relate to the case study.
2. Is a '**Single Envelope System**' appropriate for this type of procurement activity? Please give reasons for your answer.
3. Should the evaluation team request a modification of the proposed technical specifications, the submission of an amended price and sample laptop from Workaholic in this particular procurement process? Please give reasons for your answer.
4. Was the Evaluation Team following best practice? Please give reasons your answer.
5. Was the procurement process in keeping with the objects of the Public Procurement and Disposal of Public Property Act, 2015?
6. As the 'Named' Procurement Officer of OISTT, what would you have done differently if assigned to the said procurement activity?

Office of Information Systems of Trinidad and Tobago
Request for Proposals (RFP)

Proposal Reference #RFP 008-19

1.0 Background

The Office of Information Systems of Trinidad and Tobago (OISTT) is a body corporate established by the Government of Trinidad and Tobago. OISTT takes pride in being a customer oriented and service driven organisation responsible for the operation and administration of Public Bodies' Information Systems (IS). One of the principal sources of support has been the technology contribution, which is guaranteed to increase in importance and relevance in future years.

OISTT intends to proceed with the Supply and Delivery of One Hundred and Thirteen (113) laptops and the provision of related IT Services.

2.0 Objective

The following are objectives of this Request for Proposal:

- (a) Supply One Hundred and Thirteen (113) laptops based on the minimum technical specifications outlined in **Appendix A**, for use by 'Named' Procurement Officers;
- (b) To ensure efficient delivery of One Hundred and Thirteen (113) laptops to OISTT's office; and
- (c) To install Macrohard Software already purchased by OISTT on all One Hundred and Thirteen (113) laptops;

3.0 Scope of Services

The primary aim of the exercise is to equip the 'Named' Procurement Officers with the IT equipment required to execute their responsibilities under the Act.

The supplier will be required to provide software installation services. The services to be provided would include the following:

1. **Supply and Deliver One Hundred and Thirteen Laptops (113) to OISTT's office in keeping with the technical requirements.**
2. **Install and configure Macrohard Suite on 113 laptops, wherein clients can connect to and use the Macrohard Suite.**

This includes, but is not limited to:

- Maintenance of the same email addresses as seen in current host
- Archiving of Email, Content and Document
- Backup and Recovery of Email, Content and Documents

3. **Configure and install additional security and privacy features provided with the Macrohard Suite.**

This includes, but is not limited to:

- a. Encryption
- b. Two-Factor Authentication
- c. Rights Management Services
- d. Anti-Spam and Anti-Malware
- e. Advance Threat Protection

4. **Provide three (3) years warranty and one (1) year routine support after implementation.**

4.0 Mandatory Certificate Requirements

The following certificates **MUST** be submitted with your proposal:

- Copy of VAT Registration Certificate if applicable);
- Valid Income Tax Clearance Certificate;
- Valid VAT Clearance Certificate; and
- Valid National Insurance Compliance Certificate.

Please note the following:

- Certificates must be in the name of the company/ firm submitting the proposal;
- These documents must be valid as at the deadline date for submissions; and
- Proponents are advised that should they not be eligible for any of the above certificates, a letter is required from the respective institution validating the non-eligibility status.

Proponents who fail to submit the above documents will not be considered for evaluation.

5.0 Mandatory Proposal Requirements

Proponents are advised that the following requirements are critical to this proposal and are therefore deemed mandatory.

1. Executive Summary - The Executive Summary should reflect the Proponent's understanding of the Services. Factors such as schedule and availability of full-time resources should also be considered. Proponents should provide a synopsis of the qualifications of the Proponent's key team for the performance of the Services, its relevant experience in providing services of a similar nature. **[The Executive Summary should be limited to 2 pages.]**;
2. Completed Technical specifications spreadsheet as provided at Appendix A and Manufacturers Specifications for the proposed laptops illustrating compliance with

the specifications. Bidders are also required to provide a sample laptop for verification of same;

3. Detailed methodology, metrics and applied techniques for the delivery of laptops and performance of the services. This should include the detailed schedule of activities and milestones;
4. Curricula Vitae/Resumes of the key professional staff on proposed project team. Each curriculum vitae should clearly identify the specific role and responsibility of the team member, the qualifications and number of years of experience that make the individual suitable for the assigned responsibility. Clearly indicate how the experience is relevant to the proposed services;
5. After sales service plan for a period of one (1) year;
6. Warranty provided (minimum of 3 years required); and
7. Completed bid form detailing total cost before VAT and the required number of contact hours per day.

6.0 Evaluation Process

Proposals will be opened and reviewed to ensure that they meet the scope and requirements listed above. Only proposals that meet the minimum requirements will be evaluated based on the criteria listed below. The weighted scores will then be summed up and the supplier gaining the highest score will be selected for award.

7.0 Evaluation Criteria

Evaluation will be based on, but not limited to, the following criteria:

| Criterion | Weight |
|------------------------------------------------------------------|-------------|
| Cost | 50% |
| Delivery Capability & Technical Capability of the staff assigned | 30% |
| After Sales Service Plan | 10% |
| Warranty – minimum 3 years | 10% |
| Total | 100% |

8.0 Terms and Conditions

- a. The OISTT shall not be liable for any costs incurred by any Proponent in the preparation and submission of a proposal in response to this Request for Proposals (RFP). The preparation and submission of a proposal are made without obligation by the OISTT to acquire any of the items included therein. Specific terms may be reserved for future negotiation but must be clearly identified and reasons given for the reservation.
- b. Proposals must be submitted on or before September 4th 2019 by 2:00 p.m. (the Closing Deadline). Proposals delivered after this closing deadline will be rejected and returned unopened to the Proponent.
- c. Proponents must prepare and submit one (1) original, two (2) printed copies and one (1) digital copy on CD-ROM of their proposal which should be marked "Original" and "Copy," as appropriate. If there are any discrepancies between the Original and copies of the proposal, the Original shall take precedence. Sample laptops are to be

provided upon submission. Failure to submit a sample laptop by a proponent shall result in rejection of the submission.

The Original and two copies of the proposal, shall be placed in sealed envelopes, clearly marked with the Proponent's name as well as "Proposal for the Supply and Delivery of One Hundred and Thirteen (113) laptops and the provision of related IT Services" and addressed as follows:

**Corporate Secretary (Ag.)
Office of Information System of Trinidad and Tobago
14-19 Sweet Street, Port of Spain**

The envelopes must be hand delivered by the proponent and deposited in the appropriately marked tender box, located in the lobby of OISTT's office at the above address. Sample laptops shall be received by a Representative of OISTT on or before the deadline for submission and proponents will be provided with a receipt as confirmation.

The proposal is to be submitted in accordance with the manner set out herein. No responsibility will be attached to the OISTT for premature opening or failure to open a proposal not properly addressed or identified.

- d. Proposal prices must be quoted in Trinidad and Tobago Currency and will only be paid in Trinidad and Tobago Currency. Prices must be valid for at least one hundred and twenty (120) days from the Closing Deadline. **All bids quoted in foreign currency will be rejected.**
- e. Proposals should be concise providing a description of the proponent's ability to meet the requirements of this RFP. Emphasis should be on completeness and clarity of content. Proposals that fail to address each of the requirements set out in the RFP

and its appendices shall be deemed non-responsive and will not be further considered.

- f. The OISTT reserves the right, in its discretion, to cancel this RFP in whole or in part, or amend same at any point prior to the Closing Deadline. The OISTT may amend this RFP prior to the Closing Deadline by posting, mailing, emailing or faxing an addendum to the invited proponents.
- g. The OISTT reserves the right to reject any or all proposals or to award the contract for the performance of the required services to one (1) or more proponent.
- h. The OISTT reserves the right to negotiate with the highest scorer arising from the evaluation process. Should these negotiations not achieve a favourable outcome, it can, in its sole discretion, negotiate with the second highest scorer.
- i. Subject to the OISTT's right to reject any or all proposals and subject to (h) above the proponent(s) receiving the Highest Score will be preferred for the award of the contract for the project. The Highest Scorer(s) will be determined using the Evaluation Criteria and weighting specified at Section 7. OISTT asserts that the lowest commercial proposal received shall not necessarily be accepted.
- j. Any communication of acceptance by the OISTT to a successful proponent shall be subject to contract. The successful proponent(s) shall be required to execute a formal contract with the OISTT prior to the commencement of the proposed services. Terms and conditions of any proposed contract will include but not be limited to, the requirements for professional/business liability insurances, confidentiality, limitations on assignment/subcontracting and termination. This form of Agreement shall not be waived or modified without the OISTT's agreement.

- k. It is the proponent's responsibility to ensure their full understanding of the RFP. Failure to obtain any clarification the proponent deems necessary in conformity with the procedures outlined hereinafter, will nullify its right to any claims stemming from their lack of understanding. If a proponent has any questions about the contents of this RFP, or about any matters relating to it (**including any clarification, errors or omissions in this RFP**), the questions must be directed in writing, and not orally, to the person set out below. The OISTT will respond to all questions in writing. OISTT will provide a copy of all questions received and the responses to each prospective proponent.
- l. Questions received less than seven (7) days prior to the Closing Deadline for submission of proposals may not be answered. Only those answers issued by OISTT via formal written Addenda will be binding. Oral answers and other interpretations or clarification will be without legal effect. The OISTT will endeavour to submit responses to questions in a timely manner but will not be responsible in any event, for any late delivery or non-delivery of any Addenda.
- m. A standstill period of five (5) days shall apply.

Corporate Secretary (Ag.)
Office of Information System of Trinidad and Tobago
14-19 Sweet Street Port of Spain
Phone: 625-1111-8, Ext 1000/1001
Email: corporatesecretary@OISTT.net

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APPENDIX A

OFFICE OF INFORMATION SYSTEMS OF TRINIDAD AND TOBAGO

ASSESSMENT OF BIDS FOR 113 LAPTOPS – BASED ON SPECIFICATIONS

| <u>Minimum Technical Specifications</u> | | | <u>Compliance (Yes/No)</u> |
|-----------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------|
| No: | 113 Units | | |
| 1. | Processor Speed (CACHE) | 2.8 GHz Clock Speed, Dual Core 2MB Cache or Equivalent | |
| 2. | Memory | 4GB, DDR3. 1333MHz | |
| 3. | I-DDD | 320 Gb SATA Drive, 7200 RPM | |
| 4. | Wireless Network type | 802.11 b/g/n/ac Gigabit Speed – (built in card) | |
| 5. | Operating System | Microsoft Software 64 Bit. OISTT will provide an upgrade license to Microsoft Software | |
| 6. | Warranty | Three (3) years On Site Parts and Labour – Battery included (Local presence warranty and support) | |
| 7. | Maximum Weight | 2.38Kg | |
| 8. | Maximum Display | 14 - 15.6" HD Display | |
| 9. | Battery Life | 6 Hours (minimum) | |
| 10. | Power Supply | External 60 Hz AC Adaptor | |
| 11. | Interface Type | Integrated 1 x USB 3.0, 2 x USB 2.0 Integrated HDMI Integrated Gigabit Ethernet LAN (RJ45) Integrated Audio | |
| 12. | Input Device | USB Optical Mouse | |
| 13. | Keyboard Type | English (Full size, spill resistant) | |
| 14. | Speaker Type | Integrated | |
| 15. | Anti – Virus Software | Not Required (OISTT will provide) | |