



**Organization for Coordination of Humanitarian Relief-OCHR**

**REQUEST FOR PROPOSAL**  
**Development of Management Information System (MIS) for OCHR**  
**Ref#: DMIS/OCHR/06/2024**  
**Issue Date: 20 Feb 2024**  
**Close in date: 28 February 2024 03:00 pm**

**CONTACT DETAILS**

**At OCHR Head Office - Kabul:**

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**1. About OCHR:**

Organization for Coordination of Humanitarian Relief (OCHR) is a national non-governmental organization established in Afghanistan in 2015 to play a vital role in humanitarian and development settings, and to contribute towards the peace building in the country where the people can live in amity and harmony.

In humanitarian situations emerging as result of conflict or natural disasters, natural, the response encompasses the provision of tools and resources i.e., to reduces the suffering and increase self-sufficiency.

Our approach includes sustainable development, focusing on ultra-poor communities of Afghanistan. The endeavours focus on social and economic development of the people dwelling in remotes parts of the country.

Through peacebuilding efforts, we envision Afghanistan a socially inclusive society where peace and prosperity remains a fate for every individual living in this territory. Promote the social cohesion, curtailing extremism in all forms, inclusiveness of peace processes where children, women and marginalized groups have a voice.

**2. Description:**

Develop, install, train staff on MIS developed and provide one year maintenance services

**3. Scope of Work:**

OCHR this through RFP is locking for eligible IT firms to develop, install, train staff on MIS developed and provide one maintenance services. A brief introduction to MIS requirement based on organizational need is set forth in this document, and bidders are requested to propose an MIS systems that best fit NGOs related works.

**4. Location:**

OCHR Head Office, Kabul, Afghanistan.

**5. Project Duration and Penalty for Late Work:**

The contract duration for development, installation and staff training is for 1 months (30 calendar days) after award of contract, the procurement penalty/delay time is (0.05) % of total contract value per each calendar day.

The (procurement penalty /delay time) will be applied per each delayed calendar day after completion project duration. (30 calendar days), if the firm not able to complete the project on time. The maximum penalty is 10% over all the project value. The amount will be deducted from the awarded firm invoices due to delay time or late work then the contract will be terminated and. In special cases, where the firm is found not fully complying with the project work plan and/or consistent low-quality work is reported by the organization team, the contract shall be terminated on immediate bases, along with the rest of the above-mentioned penalties applicable.

**6. Cost of Providing Offers:**

The bidder shall bear all costs associated with the preparation and submission of bid in response to this solicitation/RFP.

**7. Closing date:**

Quotation must be received by the Contracting Authority (OCHR) as specified in the RFP not later than the closing date, any quotations received after that will not be considered / or not allowed to put it in the bid box.

**8. Cancellation for convenience:**

The Contracting Authority may for its own convenience and without charge or liability cancel the RFP at any stage.

**9. Offer Documents:**

**9.1. Clarification of Solicitation Documents:**

The bidder requiring any clarification on the Request for Proposal may notify OCHR in a written form. The response will be made in writing to any request for clarification of the RFP that received by the cited deadline for questions. Clarification may be sought in writing through authorized representative email: [procurement@ochr.org.af](mailto:procurement@ochr.org.af) for clarifications only no later than 2 days before closing date, no bids are to be submitted through this or any other emails. For submittal of bids please see the instructions set forth.

**10. Amendments of Request for Quotation:**

Prior to the deadline for Submission of Offers, OCHR may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may amend this Request for Proposal. In order to afford prospective bidder reasonable time in which to take the amendments into account in preparing their offers, OCHR may, at its discretion, extend the deadline for the submission of Offers. Any amendments will be published in the same manner as the present RFP for which the bidders are required to keep an eye on the advertised RFP till its deadline, for any amendment made there.

**11. Preparation of Offers:**

**11.1. Language of the Offer:**

The Offer prepared by the bidder and all correspondence and documents relating to the Offer exchanged by the company and OCHR shall be in English Language only.

**11.2. Offer Currencies/Offer Prices:**

Prices shall be Offered in USD and OCHR's preferred payment term is through bank form in a minimum of 45 days' net. The bidder shall receive the amount through a specified bank account and will be transferred in minimum of 45 days after the service delivery. Bidders may request a different payment term, though it remains an evaluation factor.

**11.3. Period of Validity of Offers:**

The Offer shall remain valid for 30 days after the closing date prescribed by OCHR. An Offer valid for a shorter period may be rejected as non-responsive.

**12. Opening and Evaluation Criteria:**

To assist in the examination, evaluation, and comparison of Offers, OCHR may at its discretion ask the bidder for clarification of their Offers. The following criteria will be applied for the evaluation and scoring of bids.

**12.1. Bid Security:**

As per the organization's procedures, the bidder is required to submit a bid security of **\$500** (Five Hundred USD or equal in AFN) to OCHR along with the offer. The bid security can be submitted through bank form from the bidder's specified account with a clear indication of the **Development of Management Information System (MIS) for OCHR Ref#: DMIS/OCHR/06/2024** subject to OCHR name on it. (No specific marking, as bid security comprises an essential part of the offer, contractor **service provider's offers lacking the bid security will essentially be counted as non-responsive and offer will be considered rejected by the procurement committee.**

**12.2. Cost-Effectiveness (40points):**

- Considering the principle of value for money, the service provider shall provide the lowest possible price. However, the price must be technically acceptable which means the quoted price should be realistic and should be based on current market price analysis.

- OCHR reserves the right to reject any and all bids at its sole discretion for any reason. The quantity requested in this RFP does not create liability for OCHR and that OCHR may determine to reduce or increase the quantity cited in this RFP at the contract awarding stage.
- lowest price in no means is the main factor for contract award, the bids should meet at least the identified standards for items as per technical specification. Within the contractual period any changes of the price will not be allowed and any approaches from the supplier requesting for a price increase or expertise unavailability will be considered as non-performance and thus the contract will be void, with 10% of the total contract penalty applied.

**12.3. Relevant Experience (20 points):**

According to organization policy, bidders should have the capacity and experience of at least two contracts implemented in past 5 years. Copies of the contracts should be part of the offer and will receive score.

**12.4. Bank Statement (05 point):**

According to organization's procedure, bidders should have the financial capacity to conduct the work without hindrance. The required closing balance at the bank in the service provider's name is **USD 2,500 (Two Thousand Five Hundred USD)** or equivalent in AFN update during RFQ announcement. If bank statement is attached to offer there is no need to disclose the balances i.e., the evaluation committee may infer capacity of the firm/company from the list of transactions the firm/company ensured in the past.

**12.5. Work Plan: (05 point):**

Comprehensive Work Plan shall be attached in response to this RFP

**12.6. Model of the MIS and Presentation on the MIS: (30 point):**

Bidders are requested to provide elaboration in text and screenshots/snaps of the MIS model they are proposing, Most qualified firms will be invited to deliver a presentation on their proposed MIS system.

**13. Preliminary Examination:**

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the service provider does not accept the correction of errors, its Offer will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

An offer determined as not substantially responsive will be rejected by OCHR and may not subsequently be made responsive by the bidder by correction of the non-conformity.

**14. Evaluation of Offer:**

Determination of compliance with the RFP is based on the content of the Offer itself without recourse to extrinsic evidence. The offer will be evaluated based on the documents/information requested, any missing documents from the offer due to administrative purposes will not be requested and the bidder is required to take care the completeness of the offer.

**15. Evaluation and Basis for Award:**

A Contract will be executed with the Bidder whose quotation is determined to be responsive to this RFP document, meets the eligibility criteria stated in this RFP, meets the technical, management/personnel, and corporate capability requirements, and is determined to represent the best value to the organization.

That means that each quotation will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated below.

- Cost-Effectiveness
- Relevant Experience
- Bank Statement
- Model of the MIS and Presentation on the MIS

OCHR reserves the right to reject any and all bids at its sole discretion for any reason whatsoever. The quantity requested in this RFP does not create liability for OCHR and that OCHR may determine to reduce or increase the quantity cited in this RFP at the order stage.

#### **16. Negotiations:**

It is anticipated that a 'Contract' will be awarded solely on the basis of the original offers received. However, OCHR reserves the right to negotiate the price and the terms and conditions offered by the bidder by requesting clarifications prior to award or proposing adjustments to the quotation. Furthermore, OCHR reserves the right to conduct a competitive range and to limit the number of Bidders in the competitive range to permit an efficient evaluation environment among the most highly rated quotations. At the sole discretion of OCHR bidders may be requested to conduct oral presentation

#### **17. Certifications and Compliance:**

Bidders shall be expected to comply with the following policies and regulations. The bidder must be registered as per the local law and hold a valid license. As per the Afghanistan government tax law, OCHR withholds 4% tax from the total value contract where the supplier is registered with the government of Afghanistan, OCHR releases the tax to the account of MoF and provides confirmation to the respective bidder. This tax is a sole responsibility of OCHR and therefore, it should be included in the final price that will be Offered to OCHR in response to this solicitation.

#### **18. Pertinent Information:**

- The OCHR shall have the right to reject the offer if it does not conform to the requirements of the RFP.
- The OCHR reserves the right to waive any specification or condition stated in this request for quotation in the interest of operational needs or to ensure best value and suitability to organization.
- Considering administrative restrictions bids will be received in bid box at specified bid box at OCHR HQ. A designated technical committee ensuring OCHR procurement policy and procedures will evaluate the offer documents
- Please be informed that the actual required work may differ (increase or decrease) depending on operational needs and hence the OCHR should not be held responsible for any such changes.
- Lowest price in not a base for award of contract the price should be realistic meeting the very current market price analysis, lowest price in no means is the main factor for contract award, the bids should meet at least the identified standards for items as per technical specification.
- Failure to comply with the OCHR requirement will justify the rejection of your offer.
- Within the contractual period any changes of the price will not be allowed and any approaches from the supplier requesting for a price increase or expertise unavailability will be considered as non-performance and thus the contract will be void.
- If not clear in any specification, please communicate and confirm before submitting the offer.

#### **19. Offer Documents:**

**Your offer package should include the following essential documents.**

- Signed and stamped copy of this RFP document.

- Returnable Bid Forms including model of the MIS with clear elaboration in text and screenshots/snaps of the model interface.
- Bid Security as specified in Section xx evaluation criteria above.
- Legal business registration/certificates.
- Copy of Update bank statement the bank statement where the name of the firm/company and the bank account is legible. (Certifying the bank account and owner of the bank account). No need to disclose balances.
- Past performance evidence (copy of contract contracts, name and contact details of clients.
- Firm/Company Profile.

**In addition, your offer should be submitted with information as following.**

- Your offer should be submitted in Sealed Envelope and submitted in the bids box before closing date of offer on at the OCHR Head Office Reception; Offers submitted in other places will not be considered.
- Mark the envelope RFQ number and name.
- offers not addressed and sent as such will not be considered. Do not send your offer by fax and/or email.
- When submitting the offer, the bidder should sign the bids submission logbook sheet.
- The envelope should be properly marked with the bidder's company name, date, and time of submission, and RFQ reference number
- Your offer should be clear and legible, (in the English language preferable)
- Your offer should state the offer issuing date.
- Your offer should be numbered.
- Your offer should be specific on the offer validity date.
- Price should be Offered in USD; however, the organization may consider currency change to AFN as per the procurement regulations.
- Your offer should be duly signed and stamped.
- Complete bank details, as all payments will be made only through bank transfer only.
- The bidder firm is responsible for all costs/expertise involved in preparing the offer, and OCHR bears no responsibilities to reimburse the costs spent on preparation of the offer either the firm is qualified or disqualified.

**20. Performance Security:**

NA

**21. Payment Terms:**

OCHR's preferred payment term is through bank form in a minimum of 45 days net. They bidder shall receive the amount through a specified bank account which will be processed within a minimum of 45 days as per project circumstance. The service provider may request a different payment term, though it remains an evaluation factor.

Payment will be made two installment or as per project circumstance and request of staff approval involved with firm while accepting the final version of the MIS.

Payment will be made in two installments, or as per project circumstance

1. Frist installment **30%** after **100%** completion and acceptance of the system.
2. final installment **100%** payment after the completion and official handover of the MIS and staff trained.

Payment will be made to the service provider within 45 days once the invoice is received, and work is attested by the organization staff, considering the banking regulations i.e., no liabilities will be incurred



to the organization if the banking system restricts the payments due to unforeseen circumstances including delay in payment by the donor and the 45 days period exceeds. The payment is subjected to tax as per Afghan Tax Law, which will be deducted from the payment to the Contractor.

Note: the payment proceed only through AIB bank, if the contractor/Supplier/Service provider don't; have an active account in AIB bank, the bank transfer charges will be deducted from contractor/Supplier/Service invoices

**22. Offer Submission Guidelines: (Open Bidding not held):**

With reference to the information provided in the 'Offer Documents' section above, sealed envelopes are expected to be delivered at the address on closing date. Your offer should be submitted in Sealed Envelope and submitted in the bids box the OCHR Head Office Reception; Offers submitted in other places will not be considered. Bids received later than mentioned date and time will not be accepted.

**OCHR Head Office:** House#37, Street#3, District 5, adjacent to Dawat University, Khushal Area, Kabul Afghanistan.

**23. Returnable Bid Forms:**

This BoQ contains statements required in the Offer documents and shall be signed by a duly authorized person. Any addition to, deletion or alteration in the BoQ may result in rejection of the Offer.

**Project Name:** Develop, install, train staff on MIS developed and provide one year maintenance services

**Ref#: Ref#: DMIS/OCHR/06/2024**

**Project location:** Kabul OCHR main office

Summary sheet for Develop, install, train staff on MIS developed and provide one year maintenance services

Cod #	Description	Unit واحد	Quantity مقدار	Unit in include 4 % Tax in USD في قيمت واحد به دالر	Total Cost (USD.) قيمت مجموعي	Remarks ملاحظات
A	Develop, install, train staff on MIS developed and provide one year maintenance services	System	1	-	-	
<b>Total Estimation cost for Develop, install, train staff on MIS developed and provide one year maintenance services</b>						-

**17. Bidder information:**

Persons authorized to sign bids, offers and contracts

Name	Title	Email	Telephone

**Banking Information:**

Payment shall be made through bidder's specified bank account, please provide your banking information as requested below. Considering the banking restrictions, provide your AIB account in the supplier/contractor's name is the OCHR able to make payment to the supplier/contractor. This in good faith the supplier is required to comply with, however, **if currently holding no account at AIB the bidder may commit to open the account in case of contract award.**

Bank Name: \_\_\_\_\_ (AIB) \_\_\_\_\_

Account Name: \_\_\_\_\_

Account Number: \_\_\_\_\_ SWIFT Code: \_\_\_\_\_

**Sign and Stamp of the Bidder Firm**

## Annex-I

### Technical specification for Develop, install, train staff on MIS developed and provide one year maintenance services Ref#: DMIS/OCHR/06/2024

#### 24. Purpose of this “tendering document:

This tendering document concerns the development of MIS system for Organization for Coordination of Humanitarian Relief (OCHR) is planning to implement through the rough description below while service providers are requested that based on their experience to elaborate the system they are proposing with screenshots and elaborating each section in text for purpose of understanding and help in evaluating the offers.

#### 25. Description of Required MIS:

Following is the rough information provided to help service providers understand of the requirement, however, based on the requirement of an NGO a more user-friendly and comprehensive can be proposed by the bidders as elaborated in section 24, above.

#	Main Interface of the MIS or Main Tabs of the MIS	Sub-Sections or Sub Tabs of the Interface
1	<b>Program Unit</b>	<p><b>1- Interface/Tab for Project Proposal</b></p> <ul style="list-style-type: none"> <li>• Project Goal Tab</li> <li>• Project Objective and Indicators Tab (with flexibility to add more lines)</li> <li>• Project Activities Tabs (with flexibility to add more lines) and ability to assign task to relevant staff.</li> <li>• Project Description Tab</li> <li>• Project Work Plan Tab (with flexibility to add as many lines as required)</li> </ul> <p><b>2- Interface/Tab for Project Reporting</b></p> <ul style="list-style-type: none"> <li>• Progress Report Tab (linked with Project Goals, Objectives and Activities)</li> <li>• M&amp;E Report Tab (linked with Project Goals, Objectives and Activities)</li> </ul> <p><i>The section must have the ability to have online access to authorized/registered emails and upload file in PDF and JPEG.</i></p>
2	<b>Finance</b>	<p><b>1- Linked Quick Books pro-2019 Version Data with MIS</b></p>
3	<b>Procurement</b>	<p><b>1- Interface/Tab for Announcement of RFQ</b> <b>2- Interface/Tab (for Externals use such as bidders to submit the bid online)</b></p>
4	<b>HR</b>	<p><b>1-Complete Human Resource Information System.</b></p> <ul style="list-style-type: none"> <li>• Online Application Tab</li> <li>• Recruitment process tab</li> <li>• Auto reply to applicator Tab</li> <li>• Employee History and personal Information Tab</li> <li>• Leave Trucker and Leave request Tab</li> <li>• Employee Appraisal tab</li> <li>• Time sheet and Attendance tab</li> </ul>

		<ul style="list-style-type: none"> <li>• Contract duration tab with reminder to HR department before the end of the employer contract</li> <li>• Payroll Tab</li> <li>• fingerprint /biometric system</li> </ul>
5	<b>Administration</b>	1- Complete Inventory management information system.