



MALAWI COMMUNICATIONS REGULATORY AUTHORITY

REQUEST FOR PROPOSALS (RFP) FOR THE DEVELOPMENT OF AUTOMATED COMPLAINTS MANAGEMENT SYSTEM FOR MACRA

PROCUREMENT REF #: MACRA/IPDC/LEGAL-ACMS/2019/06/07

1. Introduction

The Malawi Communications Regulatory Authority (MACRA) is inviting interested consultants with a minimum of five (5) years' experience to submit written proposals to develop an Automated Complaints Management System for the Authority.

2. Request for Proposals

MACRA seeks Technical and Financial Proposals from reputable consultants for this assignment. Interested consultants must provide information indicating that they are qualified to perform the required assignment and the information must contain the firm's profile including qualifications, experience of lead consultant (Team Leader) and key experts, descriptions of similar assignments undertaken, experience in similar conditions as a team, availability of relevant and appropriate skills and expected professional fees.

The prospective consultants must have depth and specialist understanding on a variety of ICT issues. Relevant expertise should include but not limited to the following:

- a) Previous experience in similar assignment.

- b) At least 5 years' experience for the Lead Consultant and Key Experts, respectively in the relevant fields.
- c) Knowledge of and relevant experience in the ICT sector.
- d) Must be conversant in Web and Software development, Database and system designing.
- e) Excellent writing and communication in English language.

3. Terms of Reference (TORs)

A Request for Proposal (RFP) document with detailed Terms of Reference (TORs) is available from MACRA House, 9 Salmin Armour Road, P/B 261, 312225 Chichiri, Blantyre, Malawi. **Attention:** Head of Procurement & Supply Chain, **email:** macrapdu@macra.org.mw or jngalawa@macra.org.mw

4. Selection of Successful Firm

The prospective consultants shall be selected in accordance with the Quality and Cost Based Selection (QCBS) procedures as set out in the Government of Malawi Procurement Guidelines: “**Request for Proposals Document for the Procurement of Consultancy Services**”

5. Duration of the Assignment

The maximum assignment duration from the date of signing to the delivery of the final system shall be **120 days**.

6. Location(s) of assignment

Malawi

7. Proposal Submission

Completed copies of proposals in sealed envelopes clearly marked “**Development of Automated Complaints Management System for MACRA**” should be submitted in two separate envelopes one marked **Technical Proposal for the Development of Automated Complaints Management System for MACRA** and the other one marked **Financial Proposal for the Development of Automated Complaints Management System for MACRA** and must be delivered to MACRA at the address indicated below by **Thursday 11th July, 2019**.

THE CHAIRPERSON
Internal Procurement and Disposal Committee (IPDC),
Malawi Communications Authority – MACRA
MACRA House,
9 Salmin Amour Road,
312225 Chichiri,
Blantyre.

E-mail: macrapdu@macra.org.mw

Tel: +265 1 883 611

Fax: +265 1 883 890

8. Proposal Opening

Opening of technical proposals shall take place in MACRA Boardroom on **Thursday 11th July, 2019 at 15:00 hours** and bidder's representatives and the general public who wish to attend are most welcome. **MACRA** is however, not bound to accept the lowest or any proposal but reserves the right to exercise choice of lowest evaluated, substantially responsive proposal and can cancel the procurement proceedings at any stage.