



Public Procurement and Disposal of Assets Authority

Jireh bible House
Area 3
Lilongwe
MALAWI

Private Bag 383, Lilongwe3
Phone: (265) 0887083262/3/4
Email: dg@ppda.mw
Website: www.ppda.mw

REQUEST FOR QUOTATIONS (FOR GOODS)

Procurement Number: PPDA/04/ICT/2025

To:
.....
.....

Date: 15/04/2025

The Procuring Entity named above invites you to submit your quotation for the goods described herein. Partial Quotations may be rejected, and the Purchaser reserves the right to award a contract for selected items only. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

SECTION A: QUOTATION REQUIREMENTS:

1) Description of Supply and Delivery


SUPPLY, DELIVERY AND INSTALLATION OF HELP DESK SOFTWARE

- 2) Quotation prices should be based on:
for goods supplied from within Malawi; EXW – insured and delivered to
or for goods supplied from outside of Malawi; CIP to [point of delivery].
- 3) The delivery period required is **5** days from date of order.
- 4) Quotations must be valid for **30** from the date for receipt given below.
- 5) The warranty/guarantee offered shall be: **12** months.
- 6) Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above, and indicate your acceptance of the terms and conditions.
- 7) Quotations must be received, in sealed envelopes, no later than: **10:00 PM on 22/04/ 2025**
- 8) Quotations must be returned to:
The IPDC CHAIRPERSON
PPDA, JIREH BIBLE HOUSE
P/Bag 383,
Lilongwe
- 9) The attached Schedule of Requirements at Section C, details the items to be purchased. You are requested to quote your delivered price for these items by completing and returning Sections B and C.

Procurement Number: PPDA/04/ICT/2025

10) *[List any other requirements e.g. the provision of samples]* Procurement Number:
.....

Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest priced quotation by item or by total through the issue of a Local Purchase Order.

Signed:  Name **CHIMWEMWE WIRIMA**
Title/Position: CHIEF PROCUREMENT OFFICER
For and on behalf of the Purchaser

Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information/certification required within this RFQ.

SECTION B: QUOTATION SUBMISSION SHEET

- 1) Currency of Quotation: Malawi Kwacha
- 2) Delivery period offered: days/weeks/months from date of Purchase Order.
- 3) The validity period of this Quotation is: days from the date for receipt of Quotations.
- 4) Warranty period (where applicable):..... months.
- 5) We attach the following documents:
 - i. Section C of the Request for Quotations completed and signed;
 - ii. A copy of our Trading License,
 - iii. A copy of our Annual Tax Clearance Certificate (for the last Financial Year),
 - iv. A list of recent Government contracts performed,
 - v. PPDA Certificate.
 - vi. Copy of MSME Certificate
- 6) We confirm that our quotation is based on the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____

Authorised for and on behalf of: _____ (DD/MM/YY)

Company: _____

Address:

.....

IF ANY ADDITIONAL DOCUMENTATION IS ATTACHED TO YOUR QUOTATION, A SIGNATURE AND AUTHORISATION AT SECTION B AND SECTION C IS STILL REQUIRED AS CONFIRMATION THAT THE TERMS AND CONDITIONS OF THIS RFQ PREVAIL OVER ANY ATTACHMENTS. IF THE QUOTATION IS NOT AUTHORISED IN SECTION B AND SECTION C, THE QUOTATION MAY BE REJECTED.

SECTION C: SCHEDULE OF REQUIREMENTS (TO BE PRICED BY BIDDER)

| Item No | Description of Goods (Attach detailed specification if necessary) | Unit of Measure | Quantity | Delivered Unit Price Kwacha | Delivered Total Price Kwacha |
|---------|--|-----------------|----------|-----------------------------|------------------------------|
| 1 | Help desk software (seed attached appendix I) | Each | 1 | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Total | | | | | |

The following attachments are appended to clarify the Description of Goods:

| Item | Specifications | Quantity |
|------|--------------------------------------|----------|
| 1 | Integration with Yeastar PABX system | 1 |
| | | |
| | | |
| | | |

Authorised By:

Signature: _____

Name: _____

Position: _____

Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Appendix I

System Requirements Document for Helpdesk Software to Support the Malawi National Electronic Procurement System (MANePS)

1. Introduction

1.1 Purpose

This document outlines the requirements for a helpdesk software system designed to manage and resolve technical issues reported by government-registered suppliers via a call-in line for the e-Government Procurement (e-GP) system. The system will facilitate efficient tracking, escalation, and resolution of issues while providing robust reporting capabilities.

1.2 Scope

The helpdesk software will:

- Allow agents to log issues from a call-in line.
 - Enable agents and supervisors to track issues through predefined statuses.
 - Assign responsibilities for each issue with escalation capabilities.
 - Capture caller details (name, phone number, district).
 - Generate reports on resolution performance issues.
 - Support multi-user access with role-based permissions.
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2. Functional Requirements

2.1 User Roles and Permissions

| Role | General Permissions |
|--------------|--|
| Agent | Log issues, update status, add notes, view assigned issues |
| Supervisor | Escalate issues, reassign responsibilities, view all issues, and generate reports. |
| System Admin | Manage user accounts, and configure SLAs, system settings, and access controls. |

2.2 Issue Logging

- **Mandatory Fields:** Caller's name, phone number, district, issue description, category (e.g., Technical, Access, Payment).
- **Optional Fields:** Attachments (e.g., screenshots), priority level (Low/Medium/High/Critical).
- **Automated Capture:** Call timestamp, unique ticket ID, and initial status (New).

2.3 Issue Tracking

- **Status Workflow:**
New → In Progress → Resolved → Closed (or Escalated).
- **SLA Tracking:** Set resolution deadlines based on priority (e.g., Critical: 4 hours, Low: 72 hours).
- **Audit Trail:** Log all status changes, reassignments, and notes with timestamps and user IDs.

2.4 Assignment and Escalation

- **Automatic Assignment:** Assign new issues to available agents based on workload.
- **Manual Reassignment:** Supervisors/agents can transfer issues to another user.

- **Escalation Path:**

- Unresolved issues past SLA deadlines escalate to supervisors.
- Reassigned issues trigger notifications to the new responsible user.

2.5 Reporting and Analytics

- **Predefined Reports:**

- Average resolution time, agent performance, issue categories, and district-wise trends.
- SLA compliance rates and escalation frequency.

- **Custom Reports:** Filter by date, district, priority, or status.

- **Dashboard:** Real-time overview of open/closed issues, overdue tickets, and agent workload.

- **Export Formats:** PDF, CSV, Excel.

3. Non-Functional Requirements

3.1 Security

- **Authentication:** Secure login (username + password) with optional 2FA.
- **Compliance:** Adhere to government data protection standards (e.g., GDPR, local regulations).

3.2 Usability

- **Interface:** Intuitive UI with search/filter options for issues.
- **Training:** Provide user manuals and onboarding sessions for agents/supervisors.

3.3 Performance

- **Scalability:** Support 20+ concurrent users.
- **Uptime:** 99.9% availability

3.4 Integration

- **Telephony System:** Integrate with the call-in line to auto-capture caller numbers (Subject to the availability of APIs on the telephony side).
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4. System Architecture

- **Frontend:** Web-based interface (responsive design).
 - **Backend:** REST API, relational database (e.g., PostgreSQL).
 - **Hosting:** On-premises
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6. Assumptions

- The call-in-line infrastructure is already operational.