



HIGHER EDUCATION STUDENTS' LOANS AND GRANTS BOARD

REQUEST FOR PROPOSAL DOCUMENT

FOR THE

PROCUREMENT OF CONSULTANCY SERVICES (SMALL LUMP SUM CONTRACTS)

PART 1: PROPOSAL PROCEDURES

1.1 Procurement Reference Number: **HESLGB/PDU/SFMIS MAINTENANCE AND SUPPORT/08/01/2026**

1.2 Preparation of Proposals: You are requested to quote for these services by submitting technical and financial proposals in separate sealed envelopes, as detailed below. The standard forms in this Request for Proposals (RFP) may be retyped for completion but the Bidder is responsible for their accurate reproduction. You are advised to carefully read the complete RFP document, including the Form of Contract in Part 3: Contract, before preparing your proposal.

1.3 Preparation of Technical Proposals:

Technical proposals should contain the following documents and information:

1. the Technical Proposal Submission Sheet in this Part;
2. a brief methodology for performing the services;
3. a workplan, showing the inputs of all key staff;
4. Detailed CVs of key staff;
5. a summary of your experience in similar assignments;
6. Qualifications of Key staff

- 1.4 Preparation of Financial Proposals:** Financial proposals should contain the following documents and information:
1. the Financial Proposal Submission Sheet in this Part;
 2. the Breakdown of Contract Price form in this Part for each currency of your proposal, showing all costs for the assignments;
- 1.5 Basis of Pricing and Payment:** The contract will be a lump sum price contract. Payments will be made on the basis that the contract price shall be a fixed total lump sum, including all costs required to carry out the Services. The Breakdown of Contract Price shall be used only to determine the price for any additional services agreed.
- 1.6 Validity of Proposals:** The proposal validity required is **90** days.
- 1.7 Sealing and marking of Proposals:** The technical and financial proposals should be sealed in separate envelopes, both clearly marked with the Procurement Reference Number above, the Bidder's name, the name of the Procuring Entity and either "Technical Proposal" or "Financial Proposal" as appropriate.

Both envelopes should be enclosed in a single outer envelope, clearly marked with the Procurement Reference Number above, the Bidder's name and the name of the Procuring Entity. All three envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.

1.8 Submission of Proposals: Proposals should be submitted to the address below, no later than the date and time of the deadline below. Late proposals will be rejected.

Date of deadline: Wednesday, **14th January, 2026**.

Time of deadline: **14:00 Hours Local Time**.

Address: **The Chairperson
Internal Procurement and Disposal Unit
Higher Education Students' Loans and Grants Board
Mbulo Complex, On Plot No. 47/1/1184
Off Lilongwe/ Mchinji Road, Opposite NAC Offices
P/Bag B417
Lilongwe**

1.9 Opening of Proposals: Only the technical proposals will be opened at the Procurement and Disposal Division at the time, date and address shown below by the Higher Education Students' Loans and Grants Board. Financial proposals will be kept unopened and the evaluation committee shall have no access to financial information until the detailed evaluation is concluded.

Date of opening: **14th January, 2026**.

Time of opening: **14:00 Hours (local time)**.

Address: **Higher Education Students' Loans and Grants Board
Procurement and Disposal Unit
Mbulo Complex, On Plot No. 47/1/1184
Off Lilongwe/ Mchinji Road, Opposite NAC Offices
P/Bag B 417
Lilongwe 3**

1.10 Evaluation of Proposals: The evaluation of proposals will use the Quality Based selection (QBS) procedure as detailed below:

- a. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of bidders and to confirm that the individual consultant has accepted all terms and conditions without material deviation or reservation;
- b. Technical evaluation minimum of **80** points;
- c. Financial evaluation: proposals that passes **80** points and above on technical evaluation and has a lower cost.
- d. have the legal capacity to enter into a contract;
- e. not be insolvent, in receivership, bankrupt or being wound up, not have had your business activities suspended and not be the subject of legal proceedings for any of the foregoing;
- f. have fulfilled your obligations to pay taxes according to the tax laws of your country of registration;
- g. are not suspended, or excluded from participation in any public procurement exercise by the Public Procurement and Disposal of Assets Authority (PPDA) in Malawi;
- h. have not been convicted, or any of your directors or officers been convicted, of any criminal offence relating to obtaining or attempting to obtain a contract or subcontract;
- i. are not under investigation by the Anti-Corruption Bureau or any other law enforcement body in Malawi relating to participation in any public procurement tender exercise or execution of any public procurement contract relating to the purchase of goods, works and services by any Procuring Entity.

Proposals failing any stage will be eliminated and not considered in subsequent stages.

1.11 Eligibility Criteria: You are required to meet the following criteria to be eligible to participate in public procurement:

In order to demonstrate compliance with these criteria, you should submit with the technical proposal appropriate documentary evidence.

Government-owned enterprises in the Republic of Malawi may only participate if they are legally and financially autonomous, operate

under commercial law, and are not a dependent agency to the Procuring Entity.

1.12 Conflict of Interest: The Government of the Republic of Malawi (hereinafter called “the Government”) requires that Suppliers provide professional, objective, and impartial advice and at all times hold the Procuring Entity’s interest’s paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Without limitation on the generality of the foregoing, Suppliers, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

- a. A firm that has been engaged by the Procuring Entity to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a Consultant hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the consulting services for such preparation or implementation. For the purpose of this paragraph, services other than consulting services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.
- b. A Consultant (including its Personnel and Sub-Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Procuring Entity. For example, a Consultant hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project, and a Consultant assisting a Procuring Entity in the privatization of public assets shall not purchase, nor advise purchasers of, such assets. Similarly, a consultant hired to prepare Terms of Reference for an assignment should not be hired for the assignment in question.
- c. A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Procuring Entity’s staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment (iii) a member of the Procuring Entity’s Internal Procurement Committee, or (iv) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a

manner acceptable to the Government throughout the procurement process and the execution of the Contract.

Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Entity, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

No agency or current employees of the Procuring Entity shall work as Consultants under their own ministries, departments or agencies. Recruiting former government employees of the Procuring Entity to work for their former ministries, departments or agencies is acceptable provided no conflict of interest exists. Bidders should be aware that existing government employees can only be nominated as personnel in Technical Proposals in accordance with the Government of Malawi's current regulations concerning external employment for government employees.

If a shortlisted Bidder could derive a competitive advantage from having provided consulting services related to the assignment in question, the Procuring Entity shall make available to all shortlisted Bidders together with this RFP all information that would in that respect give such Bidder any competitive advantage over competing Bidders.

1.13 Corrupt Practices: The Government requires that Procuring Entities, as well as Bidders and Consultants under government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Government:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
 - iii. "collusive practices" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Procuring Entity, designed to establish prices at artificial, non-competitive levels; and
 - iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their

participation in a procurement process, or affect the execution of a contract.

- (b) will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question; and
- (c) will debar a Bidder from participation in public procurement for a specified period of time if it at any time determines that the firm has engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

1.14 Technical Evaluation Criteria:

Proposals shall be awarded scores out of the maximum number of points indicated below for each of the following criteria:

A. Methodology and Approach to the assignment.	25
B. List and attachment of previous contracts both in public and private sectors for the past 3 years.	25
C. Experience and past performance in similar assignment.	25
D. Qualifications of the Team Leader and team members.	25
Total	100 points

The minimum technical score required to pass the technical evaluation is 80 points

1.15 Financial Criteria:

The proposal that scores **80 Points** or above on technical evaluation and has offered the lowest cost

1.16 Currency: Proposals should be priced in **Malawi Kwacha**

1.17 Recommendation for Award: The proposal that passes **80 points** above and has a least cost shall be recommended for award of contract, subject to any negotiations required.

1.18 Award of contract: Award of contract shall be by placement of a Contract in accordance with Part 3: Contract, or any other formal notice to the bidder

1.19 Right to Reject: The Procuring Entity reserves the right to accept or reject any proposal or to cancel the bidding process and reject all proposals at any time prior to contract award.

Technical Proposal Submission Sheet

Note to Bidder: Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested above attached. Ensure that your proposal is authorized in the signature block below. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorized, it may be rejected.

Procurement Reference Number:	
Subject of Procurement:	
Name of Bidder:	
Bidder's Reference Number:	
Date of Technical Proposal:	

We offer to provide the services described in the Schedule of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

The validity period of our proposal is: _____ days/weeks/months from the time and date of the submission deadline.

We enclose a separately sealed financial proposal.

Technical Proposal Authorized By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

Financial Proposal Submission Sheet

Note to Bidders: Complete this form with all the requested details and submit it as the first page of your financial proposal, with the documents requested above attached. Ensure that your proposal is authorized in the signature block below. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorized, it may be rejected. The total price of the proposal should be expressed in the currency or currencies permitted in the instructions above.

Procurement Reference Number:	
Subject of Procurement:	
Name of Bidder:	
Bidder's Reference Number:	
Date of Financial Proposal:	

The total price of our proposal is: _____ and _____.

We confirm that the rates quoted in our Financial Proposal are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Financial Proposal Authorized By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company _____

Address: _____

Breakdown of Contract Price

[Complete this form with details of all your costs and submit it as part of your financial proposal. Where your costs are in more than one currency, submit a separate form for each currency. Authorise the rates quoted in the signature block below. Where this is a lump sum contract, the total price will be the contract price and the breakdown will be used only to determine the price of any additional services.]

Procurement Reference Number: _____

CURRENCY OF FEES: _____

Item No	Description of Services (Attach detailed specification if necessary)	Unit of Measure	Quantity	Delivered Unit Price Kwacha	Delivered Total Price Kwacha
1	Provision of SFMIS maintenance and support services	Each	01		
			Vat	17.5%	
			PPDA Levy	1%	
Total					

TOTAL PRICE: _____

Breakdown of Contract Price Authorized By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

ANNEXE 1



REQUEST FOR EXPRESSION OF INTEREST FOR THE PROVISION OF SFMIS MAINTENANCE AND SUPPORT SERVICES

**Procurement Reference Number: HESLGB/PDU/SFMIS MAINTENANCE AND
SUPPORT SERVICES/08/01/2026**

1.0. INTRODUCTION

The Higher Education Students' Loans and Grants Board (HESLGB) is a statutory body mandated to facilitate provision of loans and grants to needy and deserving students that are pursuing higher education in accredited institutions of higher academic learning. HESLGB is also mandated to facilitate the recovery of loans from all former beneficiaries of student loans.

The Higher Education Students' Loans and Grants Board (HESLGB) has budgeted public funds from its 2025-26 Annual Budget to be used in the procurement of hiring of a consultant to provide SFMIS maintenance and support services. The Higher Education Students' Loans and Grants Board (HESLGB) would like to engage the services of a firm or individual to be involved in various tasks and activities that require SFMIS maintenance and support service expertise.

To achieve its mandates, HESLGB owns a Students Financing Management Information System (SFMIS) that it uses to manage records for the loan beneficiaries. The system comprises a web and a mobile app. These applications share a common database as a backend.

2.0. SCOPE/PURPOSE OF WORK

The purpose of these Terms of References (ToRs) is to define the scope, responsibilities, performance standards, and technical support and maintenance arrangements of SFMIS. HESLGB will revise the scope of the

assignment based on the emerging requirements for SFMIS that will need addressing from time to time.

The objectives of the support and maintenance arrange include the following:

- High system availability
- Reliable performance
- Timely incident resolution
- Continuous improvement and user support

3. Scope of the Assignment

3.1 Application Support

- Bug fixes and defect resolution for both web and mobile apps
- System performance optimization
- Database maintenance
- Patch updates & security enhancements
- Backup verification support
- API and integration support

3.2 Preventive Maintenance

- Scheduled system health checks
- Server resource monitoring
- Storage & performance monitoring
- Log and audit review
- Security scans and vulnerability checks

3.3 Corrective Maintenance

- Incident troubleshooting
- System recovery support
- Root cause analysis reporting
- Fix deployment and retesting

4. Deliverables

- Monthly performance reports
- Updated technical documentation
- Mobile app release notes
- Infrastructure performance summaries
- Version-controlled source code updates
- Annual review and roadmap document

5. Contract Terms & Conditions

- Contract term: 12 months
- Confidentiality agreement mandatory
- Code ownership retained by HESLGB

6. Technical Competences

Requires skills and competences for the Service Provider include the following:

- Proven experience designing, coding, and debugging large-scale, enterprise-level, multi-tiered, distributed applications. Solid background in UI design is a plus.
- Strong Object-Orientated Development Skills and excellent core C#, ASP.NET, MVC.NET, Entity framework, Data Models, SQL Server, JavaScript, Server & Client language scripting skills, Entity Framework, JavaScript, Kendo UI and other mobile and cutting-edge languages & technologies.
- Experience with Enterprise SQL and relational database management systems, Microsoft Reporting Services and Business Intelligence Software & Methodologies
- Perform 3rd tier support to other systems for advanced issues that require development or configuration to correct defects
- At least 3 years' experience.
- Proven record of accomplishment of capacity and practical experience to undertake the services and ably. Firms or individual consultants are expected to attach similar copies of contracts as well as list of similar contracts performed in the past 3 years
- Adequate knowledge of operations and status of the Higher Education Students' Loans and Grants Board.
- Registration to the Registrar of Business Companies; Firms are expected to attach copy of their certificate
- Registration with the Public Procurement and Disposal of Asset Authority; firms are expected to attach copy of their certificate
- Registration with MRA firms is expected to attach Tax Clearance certificate with MRA
- Bidders who do not have a fully resourced office in Lilongwe, Malawi will not be considered.

3.0. REQUEST FOR PROPOSAL TO PROVIDE SFMIS MAINTENANCE AND SUPPORT SERVICES

It is against this background that the Higher Education Students' Loans and Grants Board would like to invite expression of interest from reputable firms/individuals who can effectively provide the services outlined in 2.0.

4.0. TIME FRAME

The works are expected to be completed within the period of twelve months (12) from the effective date.

5.0. QUALIFICATIONS, REQUIREMENTS AND EXPERIENCE

- Proven experience designing, coding, and debugging large-scale, enterprise-level, multi-tiered, distributed applications. Solid background in UI design is a plus.
- Strong Object-Orientated Development Skills and excellent core C#, ASP.NET, MVC.NET, Entity framework, Data Models, SQL Server, JavaScript, Server & Client language scripting skills, Entity Framework, JavaScript, Kendo UI and other mobile and cutting-edge languages & technologies.
- Experience with Enterprise SQL and relational database management systems, Microsoft Reporting Services and Business Intelligence Software & Methodologies
- Perform 3rd tier support to other systems for advanced issues that require development or configuration to correct defects
- At least 3 years' experience.
- Proven record of accomplishment of capacity and practical experience to undertake the services and ably. Firms or individual consultants are expected to attach similar copies of contracts as well as list of similar contracts performed in the past 3 years
- Adequate knowledge of operations and status of the Higher Education Students' Loans and Grants Board.

6.0. RESERVATION OF RIGHTS

1. The Board reserves the right to reject any applications received or exclude the name of any Firm or individual consultant without assigning any reason.
2. The Board reserves the right to verify information provided by the interested Firm or individual consultant and may reject the proposal without assigning any reason in case of misrepresentation.

7.0. SUBMISSION OF EXPRESSION OF INTEREST

- (a) Interested firms or individual consultants must provide information indicating that they meet the qualification requirements to perform the assignment as indicated above to the address in 7(b) (i) below. Expressions of interest clearly marked on the envelope “**Expression of Interest to provide Student Financing Management Information System (SFMS)**” must be delivered to the Procurement Office at the address in 7(b) (i) below before **Wednesday, 14th January, 2026 at 14:00 hours, local time.**
- (b) Interested Firms or individual consultants may obtain further information at the address in 7(b)(ii) below:

i. Address for Submission of Expression of Interest:

The IPDC Chairperson
Higher Education Students’ Loans and Grants Board
Mbulo Complex, On Plot No. 47/1/1184
Off Lilongwe/Mchinji Road, Opposite National AIDS Commission
P/Bag B 417,
Lilongwe 3

ii. For Clarification and Further Information

The Procurement and Disposal Unit
Higher Education Students’ Loans and Grants Board
Mbulo Complex, On Plot No. 47/1/1184
Off Lilongwe/Mchinji Road, Opposite National AIDS Commission
P/Bag B 417
Lilongwe 3

Tel: +265 888 583 839

Email: victor.matoga@heslgb.com

Attention: Procurement Officer