



PHARMACY AND MEDICINES REGULATORY AUTHORITY
Quality Medicines for Malawi

Ref. No. PMRA/IPDC/ICT/2024/10/02

14/10/24

Orig. ADM 09

REQUEST FOR QUOTATION

USSD Configuration Services

To:

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The Procuring Entity named above invites you to submit your quotation for the Services 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; **USSD configuration services as described in section c**
2. Quotation prices should be based on:
For goods supplied from within Malawi; EXW – **insured and delivered to the PMRA Offices, Lilongwe.**
3. The delivery period required is **7 days** from date of order.
4. Quotations must be valid for **60 days** from the date for receipt given below.
5. The warranty/guarantee offered shall be **12 months** for capital goods

All correspondence should be addressed to the Director General

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, not later than: 16:00 hours' local time on 22nd October, 2024
8. Quotations must be returned to
**The Chairperson,
 Internal Procurement & Disposal Committee,
 Pharmacy & Medicines Regulatory Authority,
 P.O. Box 30241.
 Lilongwe 3.
 Tel (265)212 755 165**
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.
10. Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest evaluated quotation by item or by total through the issue of a Local Purchase Order (LPO).



Signed:

Name...DAVIS NANCHAKALA.....

Title/Position: Assistant Procurement Officer.....

For and on behalf of the Purchaser

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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 from date of Purchase Order.
- 3) The validity period of this Quotation is: days from the date of 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 Licence,
 - 1 A copy of our Annual Tax Clearance Certificate (for the last Financial Year).
 - iii. A list of any recent three (3) contracts of similar nature evidenced by Local purchase order and Delivery notes s performed.
 - iv. A copy of PPDA Certificate.
 - v. A copy of MSME Certificate (if available)
 - vi. Brochure or documentation showing item specifications.
- 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.

Authorized by:

Signature: _____

Name: _____

Position: _____

Date: _____

(DD/MM/YY)

Authorized for and on behalf of:

All correspondence should be addressed to the Director General

Company: _____

Address:

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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).

Lot No	Description of Goods (Attach detailed specification if necessary)	Unit of Measure	QTY	Delivered Unit Price Kwacha	Delivered Total Price Kwacha
1		Each			
				Sub Total	
				VAT 16.5%	
				TOTAL	

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

[List any attachments providing additional specification of the goods required]

Authorized by:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

----- All correspondence should be addressed to the Director General -----

Company: _____

SPECIFICATIONS

No	Description	Quantity	Specifications
1			

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Summary for Aggregator (RFQ)

We are looking for a USSD and SMS service aggregator to support the hosting and connectivity of our USSD application. Our goal is to connect to a reliable USSD gateway and an SMS gateway, which we currently do not have. The aggregator will be responsible for ensuring seamless connectivity and service delivery, including the management of the required infrastructure, compliance with regulatory standards, and provision of technical support for the integration.

Terms of Reference (ToR)

1. Background

- We have a USSD application that requires reliable access to USSD and SMS gateway services. The aggregator will play a crucial role in hosting the application and facilitating connectivity to these gateways to ensure high availability and performance.

2. Scope of Work

- **USSD Gateway Connection:** Provide access to a robust and scalable USSD gateway for facilitating the delivery of USSD codes and sessions.
- **SMS Gateway Connection:** Enable SMS capabilities, including sending and receiving feedback alerts.
- **Hosting Services:** Offer secure, high-availability hosting for the USSD application with minimal downtime within the borders of Malawi.
- **Monitoring and Reporting:** Implement real-time monitoring tools and provide regular performance reports on USSD and SMS traffic.
- **Technical Support:** Offer ongoing technical support and maintenance for the USSD and SMS services, including troubleshooting and problem resolution.

3. Deliverables

- Full connection of the USSD and SMS gateways to the application.
- Integration of monitoring and reporting tools.
- Documentation of the USSD and SMS integration process.
- Provision of service-level agreement (SLA) outlining uptime and support response times.
- Responsible for handling MACRA short code fees

4. Timeline

- The entire setup, including hosting and integration, should be completed within [2 weeks]. Preferably

5. Pricing

- Please provide a detailed quotation for the following:
 - Hosting services for the USSD application.
 - USSD gateway connection costs.
 - SMS gateway connection costs (including per-message pricing).
 - Any additional costs related to maintenance, monitoring, and support.

6. Service Level Agreement (SLA) Requirements

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- **Uptime Guarantee:** Minimum of 99.9% uptime for both USSD and SMS gateways.
- **Response Time:** Technical support should be available with a response time of no more than [4-hours].
- **Resolution Time:** Provide expected resolution times for common technical issues.

7. Compliance and Security

- The aggregator should ensure compliance with local telecommunications regulations.
- Implement security measures to protect the integrity of the USSD and SMS services.