

## **ACCESS TO FINANCE TO RWANDA**

### **Request for Proposals**

**Subject of Procurement:** Request for Proposals to provide Internet connectivity to four Tea grower owned SACCOs in Rwanda.

**Procurement Reference Number: AFR/RFP/IC/08/2018**

**August 2018**

## REQUEST FOR PROPOSALS

PROCUREMENT REFERENCE NUMBER: AFR/RFPIC/08/2018

### Dear Prospective bidder:

Access to Finance Rwanda (AFR) would like to procure services for provision of internet connectivity for four Tea SACCOs in Rwanda. AFR invites sealed proposals for the provision of the above services.

Proposals should be directly responsive to all items, terms, conditions, specifications, and other documents referred to in this Request For Proposals (RFP).

- Interested parties should submit their proposals no later than **26<sup>th</sup> August 2018 at 5PM sharp (Central African Time)**.

Responding bidders are advised that this solicitation does not in any way obligate AFR to make a contract award or compensate the responding firms for any costs associated with the preparation and submission of their proposals. Additionally, AFR may award a contract without conducting negotiations; all proposals should be submitted initially using your most favourable terms. AFR reserves the right to award any resultant contract to other than the offeror submitting the lowest price proposal based on technical excellence, schedule superiority or client request.

***All inquiries and Requests for Clarification regarding this RFP should be addressed via email to Roselyne Uwamahoro, Head of SACCO and SGs Development: [Roselyne@ afr.rw](mailto:Roselyne@ afr.rw) by the 20<sup>th</sup> August 2018.***

Below is the planned procurement schedule (subject to changes):

Activity	Date
a) Advert	10 <sup>th</sup> August 2018
b) Request for Clarifications	20 <sup>th</sup> August 2018
c) Proposal closing date	26 <sup>th</sup> August 2018 at 5:00 pm Rwanda time
d) Evaluation process	27 <sup>th</sup> August 2018
e) Display and communication of best evaluated bidder notice	31 <sup>st</sup> August 2018
f) Contract Signature	7 <sup>th</sup> September 2018

Cordially,

**Waringa Kibe Country Director**  
**Access to Finance Rwanda**

## **1.1 SECTION 1: INSTRUCTIONS TO PROSPECTIVE BIDDERS**

**Preparation of Proposals:** You are requested to submit separate technical and financial proposal, as detailed below. The standard forms in this Request for Proposal may be retyped for completion but the bidder is responsible for their accurate reproduction. You are advised to carefully read the complete Request for Proposals.

**Technical Proposals:** Technical proposals should contain the following documents and information:

1. The Technical Proposal Submission Sheet in this Part;
2. An approach and methodology for supplying of the required products;
3. Company profile and experience
4. A summary of your experience in similar assignments;
5. The documents evidencing your eligibility, as listed below.
6. The bidder's comments or suggestions on the TORs and appreciation of the assignment – the objectives, tasks and deliverables
7. Brief description of any three recent projects undertaken (maximum one page per project) specifying objectives, geographical scope, strategy and delivery methodology applied, measurable outcomes, and any other relevant information.

**Financial Proposals:** Financial proposals should contain the following documents and information:

1. The Financial Proposal Submission Sheet in this Part;
2. A copy of the breakdown of the costs. The costs associated with this tender shall be Rwandan Francs (RWF).
3. The proposed supply and installation plan for all the required equipment.

**Validity of Proposals:** Proposals must remain valid for **90 days**.

**Submission of Proposals:** The Technical and Financial proposals should be submitted separately, both clearly marked with the Procurement Reference Number above, the Bidder's name, AFR and either "Technical Proposal" or "Financial Proposal" as appropriate. Proposals (both technical and financial) should be emailed to: [procurement@ufr.rw](mailto:procurement@ufr.rw) in **PDF or Excel/word formats** only with clear subject line: **"Request for Proposals for provision of internet connectivity for Four Tea grower owned SACCOs in Rwanda by 26<sup>th</sup> August 2018" at 5PM sharp Central African Time.**

Proposals submitted after 5:00PM will be rejected automatically.

## **1.2 SECTION 2: ELIGIBILITY CRITERIA**

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

1. have the legal capacity to enter into a contract;
2. not be insolvent, in receivership, bankrupt or being wound up or subject to legal proceedings for any of these circumstances;
3. not have had your business activities suspended;
4. have fulfilled your obligations to pay taxes and social security contributions;
5. have the nationality of an eligible (defined in the proceeding section) country; 6. not to have a conflict of interest in relation to this procurement requirement; and
7. not have a conflict of interest in relation to this procurement project.

Documents Evidencing Eligibility: Bidders are requested to submit copies of the following documents as evidence of your eligibility and sign the declaration in the Technical Proposal Submission Sheet:

1. Certificate of Incorporation
2. A copy of the Bidder's Trading licence or equivalent and a copy of the Bidder's Certificate of Registration;
3. Evidence of statutory compliance such as a tax clearance certificate
4. Power of attorney with a specimen signature of authorised representative
5. Any other relevant documentation.

Nationality of Personnel: All personnel employed under any resulting contract shall have the nationality of an eligible country to conduct business in Rwanda.

All countries are eligible, unless as a matter of law or official regulation, the Government of Rwanda prohibits commercial relations with that country or by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government of Rwanda prohibits any import of Supplies from that country or any payments to persons or entities in that country.

## **1.3 SECTION 3: EVALUATION OF PROPOSALS**

Evaluation of Proposals: The evaluation of Proposals will use the **Quality Cost Based** methodology as detailed below:

1. Preliminary examination to determine eligibility (as defined below) and administrative compliance to this Request for Proposals on a pass/fail basis;
2. Detailed Technical evaluation will contribute 80%;
3. Financial scores will be allocated 20% to determine the best evaluated bid.

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

Technical Criteria: Proposals shall be awarded scores out of the maximum number of points as indicated in below.

Evaluation Criteria	Marks
<i>Compliance to technical specifications and other deliverables criteria</i>	25
<i>Company experience of similar previous assignments</i>	15
Onsite support response time	10
Relevant experienced technical staff	10
<i>Delivery Time</i>	20
<b>Grand Total</b>	<b>80</b>

Financial Criteria:

Pricing information should not appear in any other section of the proposal other than the financial proposal.

Financial scores shall be determined by awarding 20 points to the lowest priced proposal and giving all other proposals a score, which is proportionate to this.

Total scores: Total scores shall be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals.

Currency: Proposals should be priced in **Rwandan Francs (RWF)**. Best Evaluated Bid: The best-evaluated bid shall be the firm with the highest combined score and shall be recommended for award of contract.

Right to Reject:

AFR reserves the right, at its sole discretion, to reject all proposals received and seek fresh proposals, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

#### 1.4 SECTION 4: TECHNICAL PROPOSAL SUBMISSION SHEET

*[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 technical proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected.]*

Proposal Addressed to:	Access to Finance Rwanda
Date of Technical Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

We offer to provide the services described in the Statement 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.

We have signed and undertake to abide by the Code of Ethical Conduct for Bidders and Providers attached during the procurement process and the execution of any resulting contract;

Our proposal shall be valid until \_\_\_\_\_ *[insert date, month and year]* and it shall remain binding upon us and may be accepted at any time before or on that date; I/We enclose a separate financial proposal.

#### Technical Proposal Authorised By:

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_  
(DD/MM/YY)

Authorised for and on behalf of:

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

## **CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS**

### **1. Ethical Principles**

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgement and conduct;
- (b) comply with both the letter and the spirit of-
  - i. the laws of Rwanda; and ii.

Any contract awarded.

- (c) Avoid associations with businesses and organisations which are in conflict with this code.

### **2. Standards**

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) Comply with the professional standards of their industry or of any professional body of which they are members.

### **3. Conflict of Interest**

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with AFR. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

### **4. Confidentiality and Accuracy of Information**

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

### **5. Gifts and Hospitality**

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of AFR that might be viewed by others as having an influence on a government procurement decision.

### **6. Inducements**

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

### **7. Fraudulent Practices**

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving AFR of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;

- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of AFR; or utter false documents;
- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the AFR;
- (f) withholding information from the Procuring Disposing Entity during contract execution to the detriment of the AFR.

I ..... agree to comply with the above code of ethical conduct in business.

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**AUTHORISED SIGNATORY**

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**NAME OF BIDDER**



## 1.5 SECTION 5: FINANCIAL PROPOSAL SUBMISSION SHEET

*[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 authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected. The total price of the proposal should be expressed in the currency or currencies permitted in the instructions above.]*

Proposal Addressed :	AFR
Date of Financial Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

The total price of our proposal is: \_\_\_\_\_

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 Authorised By:

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_  
(DD/MM/YY)

Authorised for and on behalf of:

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Breakdown of Costs

*[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.]*

Procurement Reference Number: \_\_\_\_\_

**CURRENCY OF COSTS:** \_\_\_\_\_

Financial proposal for provision of internet connectivity for one year for four Tea SACCOs				
Description of Cost	Quantity	Unit of Measure	Unit Price	Total Price
<b>TOTAL:</b>				

**TOTAL COST IN CURRENCY:** \_\_\_\_\_ **Breakdown**

**of Costs Authorised By:**

Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_  
(DD/MM/YY)

Authorized for and on behalf of:

Company: \_\_\_\_\_

## **2.0 TERMS OF REFERENCE**

### **Background**

AFR is a Rwandan not for Profit organisation, established in March 2010 by the governments of the United Kingdom (UK) and Rwanda and with support from the UK Department for International Development (DFID), and the World Bank. Existing funders of AFR include DFID, The MasterCard Foundation, Sweden, USAID, and KfW.

The core objective of AFR is to stimulate the financial sector to remove systemic barriers, which hinder access to financial services by putting the poor at the center of its interventions in Rwanda. Improving access to financial services for the rural poor and women is a particular focus.

The Government of Rwanda recognizes the need to increase access to and usage of financial services in Rwanda as a key poverty reduction strategy. It is in this regard that it has supported different initiatives to promote financial inclusion including building the capacity of Savings and Credit Cooperatives (SACCOs).

It is important to note that despite their invaluable contribution to financial inclusion, some of the SACCOs still operate manually, which make them less efficient and competitive in delivering good service to their members and are prone to errors and fraud.

AFR has secured funding to automate the operational systems of four tea growers owned SACCOs. This support should result into increased level of efficiency to propel the desired institutional growth.

AFR in collaboration with the SACCOs would therefore like to procure internet connectivity for the four Tea growers owned SACCOs that include Gatare Tea farmers SACCO located in Nyamasheke District, Amizero SACCO Gisakura located in Nyamasheke, Pfunda Tea farmers, workers SACCO located in Rubavu District, and CSTCR SACCO located in Rulindo District.

## **2. Technical specifications**

The selected firm will provide internet connectivity for each SACCO with the following technical specifications:

- Speed requirement: symmetric internet connectivity data of 1.0 Mbps bandwidth for each SACCO
- In case of shared channel the minimal guaranteed bandwidth should be clearly mentioned in the proposal
- Connection should be of fiber-optic type or wireless solution.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- Service reliability must be ensured. Overall uptime should not be less than 99.9%.
- Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network a prior client agreement must be obtained).
- All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the provider.
- Latency from the mentioned SACCO office to SACCO servers (Collocated in Kigali data datacenter) shall be not be more than 275 ms.
- Offer should guaranty a backup 512 kbps in case the provider' main upstream internet provider goes down
- Worldwide accessibility
- Support Managed VPN Services
- Policy on over subscription (sharing ratio 1:1 to guarantee bandwidth )
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the above mentioned SACCO Offices and take care of the interoperability required to access SACCO system through any internet service provider
- Free and unlimited technical support
- Traffic management, network monitoring and access to raw log files
- Quality of Service
- Fiber optic connectivity from the ISP to the Internet backbone

## **3. Additional Notes**

- The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 2 hours after the notification from SACCO received. The provider is also responsible for contacting designated client network specialist(s) for both scheduled and un-scheduled downtime.
- Offers are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational. The offer is to indicate what

contracting arrangement they have with the primary Internet providers they work with.

- The selected provider must provide weekly reports on network performance, utilization and usage analysis.
- AFR/SACCOs may wish to visit the vendor's Network Operations Centre.
- The successful provider must have a physical presence, including availability of technical support, in Rwanda
- The selected provider should be providing details of whatever access attacks and other threats recorded on a weekly and monthly basis
- The bidder should mention the delivery time line and support SLA

### **3. Required competences and Qualification**

AFR needs the following qualifications, Terms, and conditions from the potential offer:

- a. 5 years relevant experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference; The company must have at least three similar contracts (similar by scope, nature and amount), preferably with Banks / intergovernmental organizations. Evidences of these contracts are required; references from other clients are highly welcome.
- b. Qualified and experienced experts in network administration, working under the general supervision and guidance of the department and / or company manager and under the overall oversight of the focal person in AFR. The proposed team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement
- c. Seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 2 hours after the notification.
- d. The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.

### **4. Deliverables**

The following will be undertaken and delivered:

- Install & configure all internet connectivity equipments to be supplied and make sure that internet is working fine as per the Technical requirements
- Configure necessary internet routing and other security configurations
- Connect internet uplink and make sure connection with LAN is working
- Collaborate with core banking system provider and datacenter entity to ensure that required configurations to access the core banking system are in place

- Provide a logical and physical network diagram at the end of the installation and configurations at the end of the work
- Provide a detailed description of what you understand as your duty as part of this project? Are there specific or itemized services that you do not provide? Detail services you will provide in addition to design plans and specifications
- The supplier is responsible for providing the licenses required for the function of the delivered items
- Cabling must be properly pulled terminated tested and labeled as per standards. Any civil works requires must be clearly mentioned
- Vendor who provides faster delivery will be given higher points/weight
- Vendor must deliver, install and configure whatever required from hardware, software and tools whether mentioned in the tender or no and whether mention in his quotation or no in order to guaranty the proper function of the internet as mention in the tender. It is completely the sole and full responsibility of the Vendor.
- Mention Support response time

## **5. Implementation Timeline**

All installation works should be accomplished and connection launched within 30 days after the signing of the Contract.