

ACCESS TO FINANCE TO RWANDA

Request for Proposals

Subject of Procurement: Request for Proposals to supply, installation and configuration of servers, central storage and networking equipment's in AOS data center for core banking system of tea growers owned Sacco's in Rwanda

Procurement Reference Number: AFR/RFP/SERVERS/10/2018

October 2018

REQUEST FOR PROPOSALS

PROCUREMENT REFERENCE NUMBER: AFR/RFP/SERVERS/10/2018

Dear Prospective bidder:

Access to Finance Rwanda (AFR) would like to procure services for the **supply, installation and configuration of servers, central storage and networking equipment's in AOS data center for core banking system of tea growers owned Sacco's in Rwanda**. AFR invites 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 **28th October 2018 at 5PM sharp (Rwanda 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 favorable 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 by 19th October 2018.

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

Activity	Date
a) Advert	08 th October 2018
b) End for request for Clarifications	19 th October 2018
c) Proposal closing date	28 th October 2018 at 5:00pm SHARP Rwanda time
d) Evaluation process	29 th October 2018
e) Display and communication of best evaluated bidder notice	09 th November 2018
f) Contract Signature	16 th November 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 and installing of the required products/devices;
3. Company profile and experience
4. A summary of your experience in similar assignments with work completion proof;
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 inclusive of taxes.
3. The proposed supply and installation plan for all the required equipment.

Validity of Proposals: Proposals must remain valid for **90 days** working days from the date of submission.

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@ afr.rw in **PDF or Excel/word formats** only with clear subject line: "**Request for Proposals for the supply, installation and configuration of servers, central storage and networking equipment's in AOS data center for core banking system of tea growers owned Sacco's in Rwanda**"

Proposals submitted after **5:00PM sharp** 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 valid tax clearance certificate from RRA
4. Social Security (NSSF) certificate of compliance
5. 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 as detailed in the terms of reference</i>	30
<i>Delivery time</i>	20
<i>Experience of similar previous assignments with support documents indicating successful completion of the contracts</i>	20
<i>Onsite support response time</i>	10
Grand Total	80

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 **American Dollars (USD) with an exchange rate to the local currency.**

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 organizations, 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.

AUTHORISED SIGNATORY

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: _____

Request for Proposals to supply, install and configure servers, central storage and networking equipment's in AOS data center for core banking system of tea growers owned Sacco's in Rwanda				
Description of Cost – Taxes inclusive	Quantity	Unit of Measure	Unit Price	Total Price
Supply and installation of requested materials and software				
CISCO any connect license per user and per year				
SQL server support license cost (AMC)				
Windows server support license cost (AMC)				
Annual maintenance fee				
TOTAL:				

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 organization, 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 and USAID.

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 tea growers owned SACCOs. and Non-tea Sacco's .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 and install in AOS Data center (Kigali) below IT infrastructures to host the core Banking system used by Tea SACCOs and COOPEC supported by AFR.

2. Technical specifications

The selected firm will closely work with AFR quality assurance expert and together with Tea SACCOs Management teams and is expected to deliver the following technical specifications:

I. TECHNICAL SPECIFICATIONS

S / N	Item	Details	Qty
1	2U rack Central Storage of 4TB with redundant controllers of two PSU (power supply units) for each controller + Ethernet & fiber cable ports	PowerVault MD3820f, 16G Fibre Channel, 2U-24 drive [Dell PowerVault MD3820f Redundant SAN storage of 4TB with two controllers (with 8 free HDD expansion slots in the storage array). The storage should have both Ethernet and fiber ports Two power Power Supply for each controller The central storage system should have one year manufacturer warranty (to replace/repair damaged parts or full device replacement in case required) and end of support not less than 3 years	1
2	1U PowerEdge R440 Server Rack Server with two power supply unit	PowerEdge R440 Server 2 Processors of 3.6 Ghz each; RAM of 36GB and having two local HDD of 600GB each The server should have one year manufacturer warranty (to replace/repair damaged parts or full device replacement in case required) and end of support not less than 3 years	2
3	CISCO ASA 5516 Firewall with 2 PSU & power services	CISCO ASA 5516 Firewall with power services, two power supply units and Any connect remote VPN connection license of 100 users. The device should have one year manufacturer warranty (to replace/repair damaged parts or full device replacement in case required) and end of support not less than 3 years	1
4	Cisco ASR 1001-X Router with SFP and 2 PSU	Cisco ASR 1001-X Router with SFP and two power supply units. The device should have one year manufacturer warranty (to replace/repair damaged parts or full device replacement in case required) and end of support not less than 3 years	1
5	Cisco Catalyst 9300 Series Switch; 24 Ports with SFP and 2 PSU	Cisco Catalyst 9300 Series Switch; 24 Ports with SFP and 2 power supply units. The device should have one year manufacturer warranty (to replace/repair damaged parts or full device replacement in case required) and end of support not less than 3 years	
6	Fiber cable & its connectors	Fiber cable & its connectors to connect servers to the storage in the same rack	1

7	Data processing software for server	MS SQL Server 2017 Enterprise or latest version	1
8	Operating System for servers to be installed in 2 servers	MS Windows Server 2016 Standard Edition or latest version	2

3. Required competences and Qualification

The participating firm should have the following key competences and qualifications:

- The bidder should have five years' experience and three certificates of good completion of a similar task provide with a detailed work completed proof;
- The bidder should have partnership with Dell, Microsoft and Cisco
- Should have human resource certified in the following domains: Microsoft operating system, SQL server, storage, CCNA & Cisco Certified Network Professional Security. copies of their certificates should put in the technical proposal

4. Deliverables

The following will be undertaken and delivered:

1. Supply above listed materials
2. Configure necessary routing, VLAN, Firewall and other security configurations including AnyConnect remote access tool license for 100 users
3. Install & configure OS including mount point and partition in alignment with core banking supplier and deploy all required licenses
4. Install and configure SQL Server and windows server
5. Provide after sales service (maintenance) of one year. The maintenance will cover:
 - a. Check hardware status upon a customer call to fix a reported issue
 - b. Scheduled monthly Preventive maintenance of checking whether there is any hardware alarm and take a corrective action (one preventive maintenance site visit per month)
 - c. Install packages released by hardware manufacturer or software developer (Microsoft)
 - d. Replace any faulty device shared by hardware manufacturer or install a software package from Microsoft
6. Work with data center & connect internet uplink, electrical power, backup and make sure that everything is fine
7. Training resource designated by AFR or supported tea SACCOs before the handover
8. Collaborate with core banking system provider to ensure that required configurations to access the core banking system are in place
9. Provide an open source SNMP tool that will monitor the system resources utilization like CPU, memory, disk partition utilization and other system interface status and send

- sms alerts over SMPP to specific phone number when usage cross a pre-defined threshold. The tool should also be able to give system resources performance reports
10. Provide a logical and physical network diagram at the end of the installation and configurations at the end of the work
 11. 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
 12. The supplier is responsible for providing the licenses required for the function of the delivered items
 13. Comply with datacenter guide lines
 14. Vendor who provides faster delivery will be given higher points/weight
 15. 3 years devices warranty given by the hardware manufacturer (To replace/repair any faulty device and new software upgrade package release)
 16. 1 year maintenance
 17. All active hardwares (Servers, firewall, router switches) should have manufacturer end support period not less than 3 years
 18. Mention delivery time & SLA Support response time

5. Timeline

The selected supplier is expected complete delivery, installation and configurations in a period of **60 working days** after signing the contract.