



ACCESS TO FINANCE TO RWANDA

Request For Proposals (RFP)

For

**OUTSOURCED INFORMATION COMMUNICATION AND
TECHNOLOGY MANAGEMENT AND SUPPORT**

Subject of Procurement:	Outsourced Information Communication And Technology Management And Support
Procurement Reference Number:	AFR/RFP- ICT /AUG/2019
Date of Issue:	30 th Aug 2019

CONTENTS

1.1	SECTION 1: INSTRUCTIONS TO PROSPECTIVE BIDDERS.....	4
1.2	SECTION 2: ELIGIBILITY CRITERIA	6
1.3	SECTION 3: EVALUATION OF PROPOSALS.....	7
1.4	SECTION 4: TECHNICAL PROPOSAL SUBMISSION SHEET	9
1.5	SECTION 5: FINANCIAL PROPOSAL SUBMISSION SHEET.....	12
2.0	TERMS OF REFERENCE	14

30th August 2019

REQUEST FOR PROPOSALS

PROCUREMENT REFERENCE NUMBER: AFR/RFP- ICT /AUG/2019

Dear Prospective bidder:

Access to Finance Rwanda (AFR) is a Rwanda company limited by guarantee established in 2010 by the Governments of UK and Rwanda and its currently funded by DFID, Sweden, MasterCard foundation and USAID. AFR operates as a not for profit independent company with strategic policy guidance from Access to Finance Rwanda's Board of Directors and Investment committee (AFRIC). Access to Finance Rwanda now invites bids from eligible firms for the provision of information communication and technology management and support. The details of the required supplies are specified in Section 5, Statement of Requirements.

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

- Requests for clarifications to the procurement may submitted until **13th September 2019**
- Interested parties should submit their proposals no later than **27th September 2019**

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 communications regarding this RFP should be addressed via email to, Procurement and Logistics, procurement@afr.rw

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

Activity	Date
a) Advert	30 th August 2019
b) Request for clarifications	13 th Sept 2019
c) Proposal closing date	27 th September 2019
d) Evaluation process	11 th October 2019
e) Display and communication of best evaluated bidder notice	18 th Oct 2019
f) Contract Signature	31 st October 2019
g) Start date of assignment	1 st November 2019

Part 1: Proposal Procedures

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 Consultancy Firm 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 performing the services;
3. A detailed work plan, showing the inputs of all key staff and achievement of deliverables;
4. Copies of previous contracts - at least 3 for similar projects
5. CV's of key staff;
6. A summary of your experience in similar assignments;
7. The documents evidencing your eligibility, as listed below.
8. The consultancy firm's comments or suggestions on the TORs and appreciation of the assignment – the objectives, tasks and deliverables

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 Lump Sum Price form in this Part for each currency of your proposal, showing all costs for the assignment, broken down into fees and reimbursable and miscellaneous costs.
3. The costs associated with the assignment shall be Rwf.

Validity of Proposals: Proposals must remain valid for 90 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 Consultancy firm's name, AFR and either "Technical Proposal" or "Financial Proposal" as appropriate.

Proposals (both technical and financial) should be emailed to [procurement@afr.rw](mailto:procurement@ afr.rw) with clear subject line: **"Outsourced Information Communication And Technology Management And Support"** and submitted by **27th Sept 2019 at 05:00 pm Central African Time (CAT)**.

RFP for Outsourced Information Communication And Technology Management And Support

Part 1: Proposal Procedures

Language of the tender and mode of communication

The medium of communication shall be in writing. The bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder and AFR, shall be written in English.

Amendment to the tender document

At any time prior to the deadline for submission of bids, AFR may amend the tender document by issuing an addendum. Any addendum issued shall be part of the tender document and shall be communicated in writing to all who have obtained the tender document directly from AFR.

To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, AFR may, at its discretion, extend the deadline for the submission of bids; in which case all rights and obligations of AFR and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended

Late bids

AFR shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by AFR after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

Part 1: Proposal Procedures

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

Documents Evidencing Eligibility: Consultancy firms 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 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.

Part 1: Proposal Procedures

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 allocated 20% to determine the best evaluated bid.

Proposals failing 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 table.

Evaluation Criteria	Marks
Specific experience of the Consultancy Firm	20
Expertise of Key Personnel	25
Work schedule of the key personel	10
ICT strategy based on understanding of terms of reference	15
Knowledge Transfer (training)	10
Grand Total	80

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Minimum technical score: The mark required to pass the technical evaluation is 70% i.e 56 marks out of the total mark (80) in the table above.

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 (maximum) 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 the technical proposal and a weighting of 20% for financial proposal.

Currency: Proposals should be priced in **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.

RFP for Outsourced Information Communication And Technology Management And Support

Part 1: Proposal Procedures

Right to Reject: AFR reserves the right to accept or reject any proposal or to cancel the procurement process and reject all proposals at any time prior to contract signature and issue by AFR, without incurring any liability to bidders.

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.

Part 1: Proposal Procedures

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:	Outsourced Information Communication And Technology Management And Support

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 separately sealed financial proposal.

Technical Proposal Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

RFP for Outsourced Information Communication And Technology Management And Support

Part 1: Proposal Procedures

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

RFP for Outsourced Information Communication And Technology Management And Support

Part 1: Proposal Procedures

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 THE FIRM

Part 1: Proposal Procedures

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:	Outsourced Information Communication And Technology Management And Support

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: _____

RFP for Outsourced Information Communication And Technology Management And Support

Part 1: Proposal Procedures

Breakdown of cCosts

[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: _____

PROFESSIONAL FEES				
Name and Position of Personnel	Input Quantity	Unit of Input	Rate	Total Price
Consultant A				
Consultant B				
Etc.				
TOTAL:				

TOTAL COST IN CURRENCY: _____

Breakdown of Lump Sum Price Authorised By:

Signature: _____ Name: _____

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

Authorised for and on behalf of:

Company: _____

RFP for Outsourced Information Communication And Technology Management And Support

Part 2: Terms of Reference

2.0 TERMS OF REFERENCE

1.0 ABOUT ACCESS TO FINANCE RWANDA (AFR)

AFR is a Rwandan not for Profit organization, established in March 2010 by the Governments of the United Kingdom (UK) and Rwanda, 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.

AFR's strategic goal is to contribute to a deeper and more inclusive financial sector that supports the livelihoods and well-being of low income people in Rwanda. To achieve this, AFR works to remove the systemic barriers that hinder access to financial services by putting low income people, particularly the rural poor and women, at the centre of its interventions. To ensure long-term sustainability and consistency of its achievements, AFR supports the Government of Rwanda's development objectives and aligns all its interventions to the national policy frameworks such as the Financial Sector Development Program (FSDP) II and the Economic Development and Poverty Reduction Strategy (EDPRS).

2.0 SCOPE OF WORK

The Provider will propose a method of working in support of AFR's normal working week of 8 am to 5.30 pm from Monday to Thursday and ,8:00 am – 2:00 pm on Friday's ensuring 24 x 7 network access, including email, internet, stored data, etc. In addition, the Provider will demonstrate proven capability in the management and support of the following:

- Administration of server, firewall, bandwidth manager, Antivirus and Information Security equipment and systems.
- Effective and continuous performance and availability of the network and database systems.
- Regular reporting mechanism of system up-time with defined escalation procedures, including turnkey management of other ICT providers
- Development and implementation of effective ICT integrity controls including cloud and local backup.
- Deployment, monitoring and of an IT helpdesk management system to track all IT related issues.
- End-user training for AFR staff in all aspects of new/existing IT hardware and software ensuring a high level of system security awareness with campaigns to create and support an environment of continuous improvement.

Part 2: Terms of Reference

- Assist AFR staff with procurement of all ICT-related equipment, software and services; and with the setting up and managing of enforceable Service Level Agreements with other ICT providers
- Constant review and updating of network documentation relating to new and existing systems and network designs.
- Manage all aspects of the AFR Office 365 account and ensure that all AFR staff are utilizing all the relevant features to increase overall productivity.
- Manage the AFR primary on-premise file server including two automatic backups.
- Manage existing audio and video conferencing hardware and software.

3.0 DELIVERABLES

The desired outcome from the work is to have responsive and efficient ICT support which meets the needs of AFR and all its users. Efficient and effective management of AFR's ICT systems is a key deliverable of this assignment, including an updated and well-documented description of the network, and record of support for it. In addition, the Provider will prepare an ICT Strategy document to form the basis of AFR's IT plans for the next 2-3 years.

The following will be provided on a monthly basis:

1. A fault summary and trend analysis report, detailing any faults in the previous month, as well as identification of possible trends, and recommendations for system enhancements. A positive and proactive approach to the resolution of problems is expected at all times.
2. A Service Level Agreement (SLA) agreed upon and signed by both AFR and the IT firm clearly outlining the obligations and commitments of both parties.
3. A report detailing the performance of other providers against the terms of their SLAs, including mean time to resolution, with a summary of the Provider's own performance and speed of response.

These reports will be reviewed monthly and signed by a senior representative of AFR, no later than 10 days after the end of the month being reported.

4.0 DURATION OF ASSIGNMENT

The Services will be provided for an initial period of one year, subject to satisfactory performance, and may be extended on an annual basis.

Part 2: Terms of Reference

5.0 Reporting and Feedback

The IT firm will report directly to the Head of Finance and Administration at AFR. All reports/documents should be produced in English.

6.0 Competences required

- Rwandan-based firm, with high level of experience and expertise in the management of outsourced ICT requirements of reputable companies.
- At least 5 years' experience in the field of ICT service provision.
- Strong interpersonal skills linked to clear escalation procedures; results-oriented and focused; can coordinate a team to meet deadlines; can work under pressure and handle multiple tasks.
- Ability to communicate well in written and oral form in English.

7.0 AFR ICT network and equipment summary

Items	Mark	Qty	Model	Operating system
Laptop	HP	15	HP ProBook 440	Windows 10 Pro or Enterprise with Office Pro 2013 or 2016
Laptop	DELL	2	Latitude	Windows 10 Enterprise with Office Pro 2013
Laptop	APPLE	2	Mac Book Air and Apple 12" MacBook	High Sierra Mojave
Desktop	DELL	5	OptiPlex 380	
Desktop	HP	1	ProDesk 600	Windows 10 Enterprise with Office Pro 2013
Server	DELL	1	PowerEdge T7190	Windows Server 2008 R2 Standard
UPS	APC	1	Smart UPS 3 KVA	
UPS	CURSOR	3	UPS 600 VA	
Switch	D-LINK	2	D-Link 24 ports	
Switch	D-LINK	1	D-Link 48 ports full PoE	
Firewall	CYBEROAM FIREWALL	1	CR-25wiNG appliance	
NAS	WESTERN DIGITAL	1	My World Book I	
Router	HUAWEI	2	Huawei CPU	
Access Point	UBUQUITI	3	Unifi Access Points Pro	
Access Point	UBUQUITI	2	Unifi Access Points	
Video Conferencing	HISENSE AND SAMSUNG	2	Hisense 65" and Samsung 40"	

Part 2: Terms of Reference

Audio	<ul style="list-style-type: none">• pop up with usb,hdmi,power Ethernet, thunder bot• Logitech Group HD Conferencing System• Microsoft LifeCam Cinema 720p HD Webcam• Intel NUC mini PC kit NUC7i5BNH Core i5,• Logitech Keyboard combo	2	Logitech and Intel	
Audio	SENNHEISER	1	TC-W Case	
Security	ZK TECO	2	ZK Teco F18	
Printer	KYOCERA	2	Kyocera Task Alfa 4002i and Kyocera MFP 1126	
Printer	HP PRINTERS	2	HP Color LaserJet MFP M277dw and HP LaserJet P2055dn	
Scanner	HP SCANNER	1	Scanjet G2710	