



Bank of Baroda (Uganda) Ltd.

Head Office, Plot 18, Kampala Road, Kampala, Uganda

BRIEF PROJECT REQUIREMENT

Bank of Baroda (Uganda) Limited invites Technical & Commercial quotes for following:

Requirements:		
No.	Description	Quantity
1.	License renewal and Annual Maintenance with Local onsite support for Fortigate Firewalls for two years.	2

Two FortiGate 80E firewalls deployed in active passive HA mode with auto failover at Banks Head office at Kampala.

Model: FortiGate 80E

* Please be aware that any lapse in service will require coverage be renewed back to the contract expiration date

Product Support Coverage

Support Type	Support Level
Hardware Coverage	Advanced HW
Firmware & General Updates	Web/Online
Enhanced Support	Premium
Telephone Support	Premium
Advanced Malware Protection	Web/Online
FortiGuard IPS Service	Web/Online
FortiGuard URL, DNS & Video Filtering Service	Web/Online
FortiGuard AntiSpam	Web/Online
FortiGuard OT Security Service	Web/Online
Support Type	Support Level
Hardware Coverage	Advanced HW
Firmware & General Updates	Web/Online
Enhanced Support	Premium

TENDER DELIVERY DETAILS

The vendors are requested to address and submit their sealed proposal to:

Executive Director,
Head Office, Bank of Baroda (U) Ltd., 18 Baroda House,
Kampala Road, Kampala

License renewal and Annual Maintenance with Local onsite support for Firewalls



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Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	11 th July 2024
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Santosh Kumar Patel, In-Charge (IT) 2. Email: it.uganda@bankofbaroda.com 3. Contact No. +256741036099
3	Last Date of Submission of RFP Response (Closing Date)	5 PM on the 16 th of July 2024.

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SUBMISSION DETAILS

As part of the submission the vendor should submit the following details in **two separate envelopes for technical and commercial bid**:

a) Undertaking Letter from Principal Vendor / OEM – A letter of undertaking from the vendor on the following points:

- I) Agreeing to all terms & conditions as detailed in the tender.
- II) The organization is in the business of firewall at least for a period of last 3 years.
- III) Sufficient quantity of spares will be kept as stock during the AMC period at the Vendor's side.
- IV) Any technical problem would be resolved within 24 hrs from when a call has been reported (including time for procuring spare parts) and having technically qualified engineers to service.
- V) Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E-Mail ID.

b) Undertaking Letter from OEM – A letter of undertaking from the vendor on the following points:

- I) If submitting tender as a partner - letter of authorization from the principal vendor or OEM.
- II) If submitting tender as a partner - Undertaking from OEM to support the product during the AMC period if the bidder/vendor's integrator fails to do so.

EVALUATION METHODOLOGY

The Bank will open the commercials of only those vendors who have submitted valid Undertaking Letters as mentioned in "**Point: SUBMISSION DETAILS**". The vendor quoting the lowest commercial shall qualify as the L1/successful vendor/bidder. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

NORMALIZATION OF BIDS

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the empanelled vendors to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the vendors will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The vendors, by submitting the response to this tender, agree to the process and conditions of the normalization process.

OTHER TERMS AND CONDITIONS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard. The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard.

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Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc within the stipulated time.

Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank. Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

Following conditions will apply on bidder.

- The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have Experience in implementation and Support of Infrastructure sites in Uganda (Minimum Three active sites with at least one in Banking sector) with customer and contact details in the last 3 years. The contracts must be active until validity of the bid submission. This must be supported by recommendation letters from all the entities.
- The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should be a direct authorized partner of the manufacturers proposed for all components in the solution stack. Bidder to submit OEM's letter of authorization for supply and support.
- The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have OEM Certified professional Engineers in Uganda. Please submit CV along with certificates, national card / work permit.
- The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement must have successful & verifiable track record of at least one (supply & implementation) banking Infrastructure in Uganda.
- The bidder in its own capacity should be a registered business entity for in Uganda in similar trade.
- Average Annual turnover must not be less than USD 350,000 or equivalent per year in the last 3 years with a sustained positive net operating cash flow. The company will be required to present its certified cash flow statements / balance sheet for two years. Company should be in profit for the last three years.
- Bidder to submit latest Tax clearance certificate from URA.
- Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group or promoters / management or partnership firms / LLPs having common partners has not participated in the bid process.
- Bidder to provide onsite maintenance, troubleshooting support 24 x 7 during warranty period up to unlimited number of calls.
- All equipment supplied to be registered with manufacturer for future warranty / AMC support.

DELIVERY TIMELINES

Delivery should be within 1 week from the date of purchase order at our Kampala office.

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Installation: Baroda House, Kampala

Payment: 90% on delivery, installation of equipment. Balance 10% on end of warranty period **or** against submission of performance Bank guarantee.

Bank reserve the right to rejection of Bids without assigning any reason. Bank reserve the right to recall the whole process without giving any reason.

UPTIME GUARANTEE

Vendor will have to guarantee a minimum uptime of 99%, calculated on a monthly basis.

Uptime percentage - 100% less Downtime Percentage.

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Unavailable Time - Time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically.

If Vendor fails to meet the uptime guarantee in any quarter then the Vendor will have to pay 1% of cost of the hardware as damages for every 1% downtime than the agreed 99% to a maximum of 10% damages during the Warranty period OR the warranty period will have to be extended by one month. The Vendor should immediately provide Bank with an equivalent standby system in case of failures.

Note: If equivalent standby is provided that will not be considered as downtime to the maximum period of 7 working Days.

SUPPORT SERVICES

Support services should include the following:

- OEM / Partner has to provide onsite, Telephonic, Email & Web based Support (24x7) for the 2 years AMC Period.
- OEM / Partner has to provide Patches / Updates / Upgrades / Bug Fixes during the 2 years AMC period.

CONFIDENTIALITY

The Vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by BANK. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by BANK. Further, BANK shall have right to regulate vendor staff.

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INFORMATION AND SECRECY

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank.

Commercial Bid Format:

Commercial Bid				
Sr. No.	Item name	Quantity	Unit Price with 2 Years Warranty	Total Amount
1	FortiGate 80E Firewall	2		
Total cost of ownership for 2 years (TCO)				
Note:				
a) All the commercial value should be quoted in USD or UGX				
b) The price should be inclusive of all				
c) The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge.				
d) The above price should include supply, installation, integration and maintenance				
e) Further, we confirm that we will abide by all the terms and conditions mentioned in the Tender document.				
Place:				
Date:			Seal & Signature of the bidder	