

BRIEF PROJECT REQUIREMENT

Bank of Baroda (Uganda) Limited invites Technical & Commercial quotes for Supply, Implementation and Maintenance for following products.

Product Description & Quantity

Requirement		
No.	Description	Qty
1	CISCO Router (Model: C8200L-1N-4T) with Five Years Back-to-Back OEM and Local onsite Support (Including warranty period).	1

Specifications:

Model: CISCO Router (Model: C8200L-1N-4T)

Description: C8200L 1RU w/ 1 NIM slot and 4x 1 Gigabit Ethernet WAN ports

1G port density: 4

Slots: 1 NIM 1 PIM

Memory (DRAM) default: 4 GB

- Hardware should have minimum 5 year support after End-of-Sale declaration.
- The OEM/supplier should provide timely proactive deployment of latest firmware versions/security patches during the warranty and AMC period without any extra cost to the Bank.

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

Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	16 th Sep 2022
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Subhapratik Pradhan 2. Email: IT.UGANDA@bankofbaroda.com 3. Contact No. +256- 707688796
3	Last Date of Submission of RFP Response (Closing Date)	5 PM on 22 nd Sep 2022

SUBMISSION DETAILS

As part of the submission the vendor should submit the following details:

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 CISCO routers at least for a period of last 3 years.
- III) The model offered meets all the technical requirements requested.
- IV) Sufficient quantity of spares will be kept as stock during the Warranty / AMC period at the Vendor's side.
- V) Any technical problem would be resolved by technically qualified engineers.
- VI) 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 - Under taking from OEM to support the product in Warranty as well as in AMC period if vendor's integrator fails to do so.

EVALUATION METHODOLOGY

Bank will open/consider for evaluation, the commercials of only those vendors who have submitted valid Undertaking Letters as mentioned in "Point: SUBMISSION DETAILS" and technically qualified. **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. 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.

1. 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 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.

2. 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.

3. The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement should have Certified System Administrator, Certified professional Engineer in Uganda. Please submit CV along with certificates, national card / work permit.

4. The bidder in its own capacity without any joint venture / consortium / subcontracting arrangement must have successful & verifiable track record of at least two (One in supply & implementation and another in supporting) banking Infrastructure in Uganda.

5. The bidder in its own capacity should be a registered business entity for in Uganda in similar trade.

6. Average Annual turnover must not be less than USD 1 Million / UGX 3 Billion 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.

7. Bidder to submit latest Tax clearance certificate from URA.

8. 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.

DELIVERY TIMELINES

Delivery should be within 8 weeks from the date of purchase order at our Kampala office.

WARRANTY

The product supplied should be with 5 Years AMC with back to back and local support from the date of installation. The Vendor will enter into an AMC agreement with the bank to support the Hardware & Software supplied at the rate quoted in "Commercial Bid".

5 Years AMC with back to back and local support from date of installation. And bidder to provide onsite maintenance, trouble shooting support 24 x 7 during warranty period upto unlimited number of calls. Same will be applicable to AMC period as well.

All equipments supplied to be registered with manufacturer for future warranty / AMC support.

Installation: Data Centre at Baroda House, Kampala

Payment : 100% on delivery and successful installation.

AMC Payment: Local support AMC will be paid on quarterly basis, after completion of preventive maintenance and satisfactory service for the period.

Performance Bank Guarantee: Not Applicable

Earnest Money: Not Applicable

Refund of Earnest Money: Not Applicable

Scope of work:

Srl No	Activity	Responsibility
1	Cabling between devices for said installation	Vendor
2	Mouting	Vendor
3	Supplied software and OS Installation	Vendor
4	configuration	Vendor
5	Documentation of setup	Vendor
6	Testing	Vendor

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 / AMC period. 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:

- a. OEM / Partner has to provide Onsite, Telephonic, Email & Web based Support (24x7) for the warranty and AMC period.
- b. OEM / Partner has to provide Patches / Updates / Upgrades / Bug Fixes during the warranty and 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.

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:

Sr No	Item	OTC (One time Cost)	Amount year 1	Amount year 2	Amount year 3	Amount year 4	Amount year 5
1	CISCO Router (Model: C8200L-1N-4T)		X	X	X	X	X
2	Five Years Back-to-Back OEM Support		X	X	X	X	X
3	Five Years Local onsite Support	X					
4	Installation, delivery etc (if any)		X	X	X	X	X
	Total						
Total cost of ownership for five years (TCO)							

Note:	
a) All the commercial value should be quoted in UGX/ USD	
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