

## **Request for Proposal for Data center and Network Infrastructure Hardware and software Supply Service**

Nyala Insurance S.C. (NISCO), is running an Enterprise Wide Information System development and implementation project that automats core business and management functions of the Company, implements appropriate information system applications and infrastructures, and establishes a centralized and integrated organizational information system.

Thus, Nyala Insurance S.C. is looking for a reputable supplier who can supply us a **Data center and Network Infrastructure Hardware and software** as part of the Company's Integrated Insurance Management Information System Implementation project.

Therefore, NISCO hereby invites local Information Technology devices and equipments supplier and Requests for Proposal (RFP) for the provision of Data Center and Network Infrastructure devices and software which are stated at the RFP document. You can buy the RFP document at head office with non refundable **birr 200** only (*Two hundred birr only*).

Offer containing financial proposal as per the spec should be submitted on or before March 31<sup>st</sup>, 2025 at 10:00 A.M. local time at the following address.

**Office of the CEO, Nyala Insurance SCo,  
Protection House, Miky Leland Street, P.O Box: 12753, Addis Ababa, Ethiopia, Tel:  
251-116-626667. Fax: 251-116-626706**

# RESPONSE FOR PROPOSAL FOR DATA CENTER AND NETWORK INFRASTRUCTURE HARDWARE AND SOFTWARE SUPPLY

## **1. Background**

### **1.1. Introduction to NYALA INSURANCE S. C. (NISCO)**

Nyala Insurance S. C. is a profit-making Company established and licensed by the National Bank of Ethiopia to carry on general Insurance business on July 1995. Currently NISCO transacts all classes of insurance: Non-life Insurance, Life Insurance and Micro Insurance.

NISCO guarantees protection with care to its customers through three pronged services – General, Life and Micro-insurance solutions with a network of 48 service outlets (41 Branches and 7 Contact Offices) distributed all over the *country*.

NISCO is looking for a qualified ICT firm for the supply of branded network materials and performance of network installation. The network is aimed at hosting Integrated Insurance Management Information Systems software involving web server, application server, database server, etc. The network materials are expected to be branded and genuine; and the network should be robust, secure, scalable and resilient. The installation will be done at the Head offices.

### **1.2. Scope of the project**

The overall Scope of the project includes the following:

- i. Supply, installation, configuration, testing and commissioning Network installation including Servers, Storage system, SAN switches, Tape Library, backup and restore, including laying of inter building connection fiber cable and network cables at datacenter/server room. Bidders are required to visit the site and clear building layout before supplying their proposal.
- ii. Supply, installation and configuration, testing and commissioning of compute infrastructure hardware & software) such as Servers, Operating systems and Databases, Desktops, etc.
- iii. Supply, installation, configuration, testing and commissioning of Network infrastructure like core, access and distribution switches, etc.
- iv. Supply, installation, configuration, testing and commissioning of Security infrastructure like Firewalls, antivirus, etc.
- v. Supply, installation and setting up of the necessary basic Infrastructure (UPS and Air-Conditioning System, CCTV and Access Control Systems, fire detection, alarm and fire

suppression systems, Electrical and power distribution works, connection to Diesel Generator Unit, Power and Network Cabling, Rack etc.).

- vi. Prepare detailed Acceptance Testing Plan (ATP) including test parameters, commitments etc. which shall be acceptable to NISCO for each of the network components.
- vii. On site comprehensive maintenance and provisioning of services of all the ICT Infrastructure, datacenter and their components after successful execution and acceptance by NISCO during the warranty period.

Note:

The specifications and Bill of Materials are only indicative; the bidder has to incorporate any other items needed for the working and smooth running of the entire solution. The bidder should provide all associate components and accessories for completion of work assigned. NISCO will hold bidder responsible for complete work, if any material is essential it should be explicitly marked as not provided in the RFP.

## **2. Section-1**

### **Technical Requirement**

#### **2.1. Technical Requirement**

##### **2.1.1. General**

- The RFP specifies the indicative requirements of robust network architecture, system configuration, and detailed functional specifications of the solution desired for the project. The technical specifications specified are the minimum suggestive specifications and these should be taken as guidelines for design and implementation of project. The bidder can offer suggestions in the network design as well as indicate missing components if any, that may be considered necessary in his bid to implement and operate the facility to meet the required objectives of the project as has been laid down in this document.
- The bidder will offer equipment that will best accommodate and meet the present and future requirements for server room and network installation.
- Bids not meeting these minimum suggestive technical specifications are liable to be rejected. In case the equipment quoted exceeds/differ with the RFP technical specifications, the same should be clearly mentioned along with justification.
- Successful Bidder shall maintain necessary inventory of spares for smooth uninterrupted operations of applications.
- All the equipments should be new and of the prevailing/current standard production of the manufacturer at the time of the proposal.
- The successful bidder is required to supply the latest version of hardware and software, providing all the features enumerated in this specification, at the time of award of contract. Equipment must be compatible with other Network vendor equipment.

#### **2.2. ITEMS SPECIFICATIONS**

The hardware and software required for the setting up of the Projects at Primary Data Center/server room are listed in the table below. Successful bidder is required to provide all the material for complete implementation of the project.

## I. Head Office Data Center Optimization

#	Item Name	Part No	Support renewal Duration	Qty
2	Netapp Storage system			
2.1	Netapp Storage Controller 1 support renewal	FAS2750,HA,Controller,CNA,-C and Disk Shelf,12G,24x900GB,10K,-SK for 28 months duration	3 years	1
2.2	Netapp Storage Controller 1 support renewal	FAS2750,HA,Controller,CNA,-C and Disk Shelf,12G,24x900GB,10K,-SK for 28 months duration	3 years	1
3	Disk Backup			
3.1		Disk Backup Solution with 24TB Raw Capacity	3 year	1
4	Veeam Back solution			
4.1		Veeam Backup solution for 10 Instances, universal licnese		1
5	Edge Firewall			
5.1	FG-201F-BDL-809-36	Hardware plus FortiCare Premium and FortiGuard Enterprise Protection, 36 months		2
9	Envirometn Monitoring			
9.1	Envirometn Monitoring	Environment Monitoring with sensors and 4g Modem		1

## II. Data Recovery Site Deployment

#	Item Name	Part No	Support renewal Duration	Qty
1	C9300L-24UXG-4X-A	Catalyst 9300L 24p, 8mGig, Network Advantage ,4x10G Uplink	3 years	2
1.1	CON-SNCO-C93024GA	SNTC-8X7XNCDOS Catalyst 9300L 24p, 8mGig, Network Advan		2
1.2	S9300LUK9-179	Cisco Catalyst 9300L XE 17.9 UNIVERSAL		2
1.3	C9300L-NW-A-24	C9300L Network Advantage, 24-port license		2
1.4	C9300L-STACK-BLANK	Catalyst 9300L Blank Stack Module		4
1.5	TE-C9K-SW	TE agent for IOSXE on C9K		2

1.6	FAN-T2	Cisco Type 2 Fan Module		6
1.7	PWR-C1-1100WAC-P	1100W AC 80+ platinum Config 1 Power Supply		2
1.8	PWR-C1-1100WAC-P/2	1100W AC 80+ platinum Config 1 Secondary Power Supply		2
1.9	CAB-TA-EU	Europe AC Type A Power Cable		4
1.1	C9300L-SSD-NONE	No SSD Card Selected		2
1.11	C9K-ACC-SCR-4	12-24 and 10-32 SCREWS FOR RACK INSTALLATION, QTY 4		2
1.12	C9300L-DNA-A-24	C9300L Cisco DNA Advantage, 24-port Term Licenses		2
1.13	C9300L-DNA-A-24-3Y	C9300L Cisco DNA Advantage, 24-port, 3 Year Term license		2
1.14	D-DNAS-EXT-S-T	Cisco DNA Spaces Extend Term License for Catalyst Switches		2
1.15	D-DNAS-EXT-S-3Y	Cisco DNA Spaces Extend for Catalyst Switching - 3Year		2
1.16	TE-EMBEDDED-T	Cisco ThousandEyes Enterprise Agent IBN Embedded		2
1.17	TE-EMBEDDED-T-3Y	ThousandEyes - Enterprise Agents		2
1.18	NETWORK-PNP-LIC	Network Plug-n-Play Connect for zero-touch device deployment		2
<b>2</b>	<b>UCS-M7-MLB</b>	<b>UCS M7 RACK MLB</b>		<b>1</b>
2.1	UCSC-C220-M7N	UCS C220 M7 Rack w/o CPU, mem, drives, 1U w NVMe backplane		1
2.2	CON-L1NCO-UCSCYC22	CX LEVEL 1 8X7XNCDOS UCS C220 M7 Rack w/o CPU, mem, drives,		1
2.3	UCSC-O-ID10GC-D	Intel X710T2LOCPV3G1L 2x10GbE RJ45 OCP3.0 NIC		1
2.4	UCS-M2-480G-D	480GB M.2 SATA SSD		2
2.5	UCS-M2-HWRAID-D	Cisco Boot optimized M.2 Raid controller		1
2.6	UCSX-TPM-002C-D	TPM 2.0, TCG, FIPS140-2, CC EAL4+ Certified, for servers		1
2.7	UCSC-RAIL-D	Ball Bearing Rail Kit for C220 & C240 M7 rack servers		1
2.8	CIMC-LATEST-D	IMC SW (Recommended) latest release for C-Series Servers.		1
2.9	UCSC-HSLP-C220M7	UCS C220 M7 Heatsink for & C240 GPU Heatsink		2
2.10	UCSC-BBLKD-M7	UCS C-Series M7 SFF drive blanking panel		10
2.11	UCS-DDR5-BLK	UCS DDR5 DIMM Blanks		30
2.12	UCSC-FBRS-C220-D	C220M7 HH Riser3 blank		1
2.13	UCSC-OCP3-KIT-D	C2XX OCP 3.0 Interposer W/Mech Assy		1
2.14	UCSC-FBRS2-C220M7	C220 M7 Riser2 HH Filler Blank		1
2.15	UCS-CPU-I6542Y	Intel I6542Y 2.9GHz/250W 24C/60MB DDR5 5200MT/s		2
2.16	UCS-MRX96G2RF3	96GB DDR5-5600 RDIMM 2Rx4 (24Gb)		2

2.17	UCSC-RIS1B-22XM7	UCS C-Series M7 1U Riser 1B PCIe Gen5 x16 HH		1
2.18	UCSC-PCIEQD16GF-D	Qlogic QLE2692 dual-port 16G FC HBA		1
2.19	UCSC-PSU1-1200W-D	1200W Titanium power supply for C-Series Servers		2
2.20	CAB-9K10A-EU	Power Cord, 250VAC 10A CEE 7/7 Plug, EU		2
2.21	UCS-SID-INFR-CFP-D	Converged-FlexPod		1
2.22	UCS-SID-WKL-ORCLD	Oracle		1
2.23	UCS-SID-WKL-MSFTD	Microsoft		1
2.24	UCS-SID-WKL-OW-D	Other Workload		1
2.25	CNDL-DESELECT-D	Conditional Deselect		1
2.26	OPTOUT-EA-ONLY	License not needed: Customer already owns Licenses in an EA		1
3	Storage: NETAPP ALL FLASH A150 - 24*960GB SSD DRIVES - 16TiB USABLE CAPACITY			1
3.1	AFF-A150-EXP-PACK-106	AFF A150,24X960GB,Software Adv,NVE UTA		1
3.2	AFF-A150-003-EP	AFF A150 Core+DP Bundle		2
3.3	X1558A-R6-C	Jumper Crd,In-Cab,48-IN,C13-C14-C		2
3.4	X66250-5-N-C	Cable,LC-LC,OM4,5m,-C		4
3.5	X-SFP-H10GB-CU5M-R6-N-C	Cable,10GBase Copper SFP+ 5m,-C		4
3.6	X-02659-00-N-C	Rail Kit,4-Post,Rnd/Sq-Hole,Adj,24-32,-C		1
	Software			
3.6	SW-SECURITY-COMPL-BDL-C	SW,Security and Compliance Bundle,-C		2
	Services			
3.7	CS-G1-BE-BASIC	SupportEdge Basic,Best Effort Parts Delivery		1
4	2 * BROCADE G610 SAN SWITCHES - 8*16G ACTIVE PORTS			1
4.1	X800C-R6	Power Cable,UK and Ireland,R6		1
4.2	X-G610-8-16G-0-L	Switch,BRCD G610-L 8Pt 16G SWL SFP		1
4.3	X-R000162-R6	Kit,Brocade G610/6520/8000 Rack Mount		1
4.4	X66250-2	Cable,LC-LC,OM4,2m		4
4.5	CS-THIRD-PARTY-SUPPORT	Support Uplift for 3rd Party Products		1
4.6	CS-G1-BE-BASIC	SupportEdge Basic,Best Effort Parts Delivery		1
5	OS and virtualization			
5.1	Server 2022	Windows Server 2022 Standard, 16 Core License Pack		3

6	Edge Firewall			
6.1	FG-101F-BDL-809-36	Hardware plus FortiCare Premium and FortiGuard Enterprise Protection, 36 months		1
7	Rack			
1.1	AR3100	APC NetShelter SX 42U 600mm Wide x 1070mm Deep Enclosure AR3100		1
8	UPS			
8.1	UPS	Vertiv Liebert GXT5-10KIRT5UXLN UPS - 10kVA/10kW		1
9	AC			
9.1	AR3100	APC NetShelter SX 42U 600mm Wide x 1070mm Deep Enclosure AR3100		1
10	Environment Monitoring			
10.1	Environment Monitoring	Environment Monitoring with sensors and 4g Modem		1

- Manufacturer authorization for the specified items shall be provided
- The supplier shall have an experience in deploying at least two similar projects
- At least two testimonials has to be presented

## SUMMARY

# I. Head Office Data Center Optimization

#	Item Name	Part No	Support renewal Duration	Qty
1	Netapp Storage system			
1.1	Netapp Storage Controller 1 support renewal	FAS2750,HA,Controller,CNA,-C and Disk Shelf,12G,24x900GB,10K,-SK for 28 months duration	3 years	1
1.2	Netapp Storage Controller 1 support renewal	FAS2750,HA,Controller,CNA,-C and Disk Shelf,12G,24x900GB,10K,-SK for 28 months duration	3 years	1
2	Disk Backup			
2.1		Disk Backup Solution with 24TB Raw Capacity	3 year	1
3	Veeam Back solution			
3.1		Veeam Backup solution for 10 Instances, universal licnese		1
4	Edge Firewall			
4.1	FG-201F-BDL-809-36	Hardware plus FortiCare Premium and FortiGuard Enterprise Protection, 36 months		2
5	Enviroment Monitoring			



5.1	Enviroment Monitoring	Enviroment Monitoring with sensors and 4g Modem		1
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## II. Data Recovery Site System

#	Item Name	Part No	Support renewal Duration	Qty
1	C9300L-24UXG-4X-A	CISCO Catalyst 9300L Switch 24p, 8mGig, Network Advantage ,4x10G Uplink	3 years	2
2	UCS-M7-MLB	UCS M7 RACK MLB		1
3	Storage: NETAPP ALL FLASH A150 - 24*960GB SSD DRIVES - 16TiB USABLE CAPACITY			1
4	2 * BROCADE G610 SAN SWITCHES - 8*16G ACTIVE PORTS			1
5	OS Server 2022 and virtualization	Windows Server 2022 Standard, 16 Core License Pack		3
6	Edge Firewall - FG-101F-BDL-809-36	Hardware plus FortiCare Premium and FortiGuard Enterprise Protection, 36 months		1
7	Rack - AR3100	APC NetShelter SX 42U 600mm Wide x 1070mm Deep Enclosure AR3100		1
8	UPS	Vertiv Liebert GXT5-10KIRT5UXLN UPS - 10kVA/10kW		1
9	AC - AR3100	APC NetShelter SX 42U 600mm Wide x 1070mm Deep Enclosure AR3100		1
10	Enviroment Monitoring	Enviroment Monitoring with sensors and 4g Modem		1

### 2.2..1. NETWORK IMPLEMENTATION REQUIREMENT

The datacenter is planned to provider centralized access to 48 service outlets (41 Customer Hubs and 7 Contact Offices) distributed all over the country and users at head offices.

#### Web Based Application

The Data Centre will host an integrated Insurance Management Information System which is web-based application. This will enable NISCO's branch offices to get connected over the VPN and

access the application for using all relevant information and updating the information using secure login.

### **Primary Data Centre**

The centralized datacenter/server room will have Application Servers, Database servers, LAN switches, SAN Storage, Firewall, Access Control, CCTV and VPN connectivity at the head office.

### **Backup Strategy**

All the data is to be backed up on daily basis to Backup Media using SAN storage and Tape drive with the entire setup to be behind appropriate secured firewalls with defined policies

### **High Availability**

It is recommended to use a cluster environment for high availability. The Application server and the database servers are the main components of the system. The database server will work in cluster mode for high availability.

### **Application server**

There will be two application servers having similar configurations. Both the servers will be active and share the load using the network load-balancing feature. The two Application servers will share the total incoming traffic. In case one server fails; the other server will take the complete load with some performance degradation.

Two application servers, will be configured for the application in a load balancing (load sharing) environment for incoming requests from client stations.

### **Database server**

Both the database servers will be in cluster mode sharing a common storage device. The servers will be connected to the storage device over the fiber channel. Both the servers will have similar hardware configuration. At any given time, both the servers will be active. Each server will act as a fail over of each other. Both the Database server shall be behind the appropriate secured firewall.

When any database server failure occurs, the cluster client will detect a failure in its session with the application and attempt to reconnect in exactly the same manner as the original connection. The client session can re-establish the connection to the application without needing to know whether the application is now physically hosted on a different node in the cluster.

Two servers will be configured as database servers. Microsoft Windows 2019 or above Server standard operating system with the necessary Service Pack, Security, and Critical updates will be configured.

Oracle standard Edition 19c will be the main back-end database application for the application implementation. The Oracle instances on the two Central Servers will be clustered for load balancing and data security.

The other servers that are required for the functionality of web application are DNS, administration, mail Server, Antivirus server and Test/staging server, etc.

### **IP Network infrastructure**

In designing Data Centre networks, hierarchical network has been commonly used in enterprise networking.

As part of the design process, we have considered that the backbone needs to be robust, scalable and secured at the same time able to use NISCO infrastructures and services to protect the Insurance much investments.

### **Security Measures**

Security is an important aspect for any network environment. The datacenter should have good security measures to protect the data and the physical assets.

### **Physical Security**

The following measures are proposed to be provided from the physical security point of view:

- The server should be kept in a locked server rack in secure premises.
- Access Control and Alarm Monitoring System: Access control (swipe card/ biometric recognition system) should be in place.
- CCTV surveillance cameras should be in place. The views should be recorded and the tape should be kept in a secured place.

### **Data Security**

The solution should provide for the following:

- Prevent any unauthorized data from being removed/ transported
- Contain malicious activities over the network.
- This can be achieved by the implementation of various levels as listed below:
  - Basic perimeter protection: Based on the requirement, the ports, except those required to be kept open, should be closed at the router level and server level.

- Managed Firewall Services: Managed Firewall services can be deployed from the inner perimeter level for additional security.
- Anti-virus Policy: It is mandatory that all servers have an anti-virus application running.
- Password Policy: The password should be changed periodically.

### **Air conditioning and water proofing**

- The server room will be equipped with a redundant air conditioning system.
- The air conditioning system of the server room must be in operation 24 hours a day, 7 days a week.
- The Air-conditions of the main server room should be controlled from within the server room and must be connected to the power Sub-Distribution Board of this server room.

### **Server room UPS and Power Generator**

- A standalone 10kVA 3 Phases input 3 phases UPS output should be installed in the main server room. The UPS unit must be supplied and installed by bidder,
- The server room requires a redundant power feed, to be supplied directly from the building mains. The bidder will do complete installation of Power Cables from basement Generator to the data enter.

### **a) System Integration**

- The Successful Bidder shall be responsible for supply, installation, configuration & integration of all networking, hardware, software, data center and IT Management Services supplied for the Project.
- Responsible for integration of security components in the network to ensure a secured network access for users.
- Responsible for integration of existing IT infrastructure.

### **b) Training**

- The Successful Bidder will provide training to staffs nominated by NISCO at the HO on the operations and management of the implementation and training will cover the followings:
  - Installation procedure
  - Configuring & fine tuning
  - Administration and Management
  - Security & Policies

- The detailed content shall be finalized in consultation with the successful bidder.

**c) Project Management**

- The Successful Bidder shall provide a detail project implementation plan.
- Based on the approval from NISCO, the Successful Bidder shall complete the following at minimum: -
  - Placement of Project Manager and provide updated status to NISCO Project Manager on a routine basis. The project manager deputed by successful bidder shall act as a single point of contact. The said project manager shall remain deputed till the acceptance of the project. This Project manager shall have good experience in system integration, networking, etc. and should be certified professional from Microsoft and Cisco to take decisions for smooth and early completion of work.
- The Successful Bidder shall maintain a record of hardware as well as software configurations of all network devices including the details of policies implemented on the devices such as Routing configurations, access control lists, routing filters, etc.
- The Successful Bidder shall define change management procedures to ensure that no unwarranted changes are carried out on the network and its constituents. All the changes must be formally approved by the NISCO's designed team leaders and recorded.
- The Successful Bidder shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.

**d) Maintenance and support services during the warranty period**

- Troubleshooting of hardware and software problem of all supplied network equipments, Security and passive components, etc and rectification of the same.
- Documentation of problems, isolation, causes and rectification procedures for building knowledge base for the known problems.
- Performance tuning and ensuring resilient performance on the network.
- Configuration/ Reconfiguration of servers, routers, etc. for network connectivity, as and when required.
- The Bidder shall be responsible to provide network monitoring services including the following:

- Making sure the high availability & reliability of network at all times and performance tuning.
  - Monitor the availability of Links to various departments and branch offices. Monitoring the link status like peak utilization, normal utilization.
  - Monitor the critical errors in routers, firewall, etc and do necessary fault isolation.
- The bidder shall provide support to the Datacenter including day to day operations of the infrastructure installed at NISCO for a period of one year after commissioning and sign off.
  - The Successful Bidder shall ensure that adequate spares are retained at all times and shall also undertake to provide spare support for entire duration of the one year warranty period after the commissioning of the equipment.

### **3. Section-2**

## **Eligibility Criteria**

### **3.1. Eligibility Criteria**

Bidder should have the capability to implement projects in terms of Datacenter facilities, industry experience, manpower of required qualification and experience.

Bidder should have a proven record in implementing heterogeneous system integration projects, WAN connectivity and Data center/Network center projects. The bidder should have reasonable long-standing relationship with active and passive component manufacturer and these should have been deployed by the bidder in Networks elsewhere. Bidder should be willing to permit NISCO or its representatives to visit the site of above implementation and should supply end user testimonial certificates.

#### **3.1.1. Minimum eligibility criteria**

The essential prequalification criteria to participate in the Bid are: -

- The bidder must be an ICT company with renewed trade license for the year 2017 E.C.
- The Bidder should have been in operation for a period of at least 3 years.
- The bidder should be in sound financial position as judged by NISCO for this purpose.
- The Bidder should have had prior experience in providing Data Centre installation and commissioning network services in financial institutions of similar capacity. Need to present at least one Client reference where Bidder provided Datacenter equipment supply and installation with associated services.
- The bidder should have qualified manpower on its role for IT and networking related services.
- The bidder must be authorized to bid on behalf of the manufacturer and should submit an up to date valid manufacturer's authorization letter from original manufacturers for such equipment and its accessories supplied under this RFP.
- The bidding company should have support centers in Addis Ababa.

**Documentary evidence in support of all the above-mentioned eligibility criteria should be furnished with pre-qualification bid.**



#### **4. Section- 3**

### **Bidding Process**

## **4.1. Bidding Process**

### **4.1.1. Advice to the bidders**

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the bidder has been done after their careful study and examination of the RFP document with full understanding to its implications.

### **4.1.2. Sale of bid document**

- A complete set of this RFP documents can be purchased from Nyala Insurance S. Co. with payment of ETB 0.00.
- **Validity of the bid**-The bid should be valid for 180 days from the last date of submission of bid.

### **4.1.3. Transferability of the RFP document**

This RFP document is non-transferable.

### **4.1.4. Misplacement of the RFP document**

NISCO shall not be responsible for any delay about non-receipt / non-delivery of the documents.

### **4.1.5. Address at which the bids are to be submitted:**

Nyala Insurance S. Co.  
Protection House, Mickey Leland Street  
P.O.Box 12753, Addis Ababa, Ethiopia  
Tel. 251-11-6626667, Fax 251-116626706, e-mail nisco@ethionet.et

### **4.1.6. Last date and time for receipt of BID:**

**March 31, 2025 until 10:00 am**

### **4.1.7. Place, time and date of opening of pre-qualification bid:**

Nyala Insurance S. Co.  
Protection House, Mickey Leland Street, 3<sup>rd</sup> floor  
**March 31, 2025, 10:30 am**

#### **4.1..8.bid security/bid bond**

All bids must be accompanied by a bid security of **ETB 2% of the total cost of the project** from any bank in Ethiopia and shall be valid for at least six months, in favor of ‘Nyala Insurance S. Co.’.

#### **4.1..9.Documents comprising the bids**

Sealed offers prepared in accordance with the procedures enumerated below should be submitted to NISCO, on or before the last date and time specified above. Bidders should submit their bids in three parts i.e. Pre-qualification Bid, Technical Bid and Commercial Bid. All bids sealed individually should be kept in a separate sealed cover super scribed with separate titles as specified below: -

- “Pre-qualification Bid for NISCO Networking equipment supply and installation”.
- “Technical Bid for NISCO Networking equipment supply and installation”.
- “Commercial Bid for NISCO Networking equipment supply and installation”.
- The bidder should submit two copies for each of the documents viz. Pre-qualification, technical and commercial bids with the title mentioned on each as “Original” and “Copy”. Both the copies should be with all pages numbered. The language of the bid and all documents related to the bid must be written in English language.
- The bidder shall also submit the soft copy of Pre-qualification and technical bids on separate CDs/flash disk in Microsoft Word or pdf format duly packed in the respective envelopes.
- All the documents viz. Pre-qualification Bid, Technical Bid and Commercial Bid prepared as above are to be kept in a single sealed cover super scribed with RFP Number, subject and due Date.
- Late bids: The cover should also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “Late” by NISCO.
- Prices should not be indicated in the Pre-qualification or Technical Bid.
- It is mandatory for all bidders to quote prices inclusive of all taxes.
- Price of the Bids determined to be substantially responsive and will be checked by NISCO for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence. If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the

total bid amount will be corrected.

- The amount stated in the Form of Financial Bid will be adjusted by NISCO in accordance with the above-mentioned point for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security shall be forfeited.
- All corrections must be duly signed by the Bidder.

**4.1..9.1. Pre-qualification bid shall consist of the following: -**

- Bid proposal sheet duly filled in, signed and complete in all respects.
- Bid security/bid bond. Only those bids for which bid security has been submitted are considered to be eligible.
- Copy of audited financial statements for the last three financial years.
- List of at least five professionals on their roll at the time of project implementation.
- Renewed trade license for the year 2017 E.C.
- Copies of completion certificate/testimonial letters for similar projects handled within the last three years.
- Copy of the original manufacturer's **authorization letter** for providing the technical support during the implementation, commissioning and project management period for such components and their accessories supplied under the project.

**4.1..9.2. Technical bid shall consist of following**

- Technical proposal will be based as per the technical specifications mentioned at Section-1. NISCO reserves the right to make changes, if any, in the design of project.
- Bidder's comprehensive project implementation plan detailing project implementation methodology and approach, project schedule, team structure, network design, training details, project management, etc.
- Bidder's support and maintenance methodology for the implemented network systems.
- Detailed technical literature of the systems offered to enable a clear understanding of various technical aspects.
- Detailed document on the proposed plan by the Bidder for the security and the network management system (both hardware and software), firewall, email, communications, etc. specifying the protocol design, reports, alarms and management functions available.
- Bidder shall specify the brand name, make and technical specification of all the

equipment and accessories quoted for this project.

- Acceptance test plans
- An undertaking that after the expiry of the warranty period, the bidder will hand over the total system in running condition so that the same will be managed by NISCO staffs.

#### **4.1..9.3. Financial bid shall consist of the following**

- Bid prices duly filled, signed and complete as per the price schedule on the prescribed quotation form.
- The bidder can quote, separately, for any other item, which the bidder may think is essential or may be required while executing the project, which is not included in the Section-1.
- The bidder shall also quote for the software along with its number of licenses along with its prices, which the bidder may think is essential for the execution of the project and which is not included in the Section-1.
- Bidders shall quote year-wise annual maintenance contract (AMC) charges for two years with spares for taking up maintenance of all such equipments supplied under this project after the expiry of the warranty period.

#### 4.1..9.4. Bid preparation and submission

The following procedure should be followed for bid preparation and submission.

<p><b>Envelope 1 : bid security/Bid bond;</b>  <b>Envelop 2: Pre-qualification and</b>  <b>Envelop 3: Technical Proposal</b></p>	<p>The envelope containing the Bid Security shall be sealed and scribed “bid security for Hardware and Network – NISCO”.</p> <p>The envelope containing pre-qualification of the bid shall be sealed and scribed “Pre-qualification – Hardware and Network – NISCO”.</p> <p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and in the format prescribed.</p> <p>The Technical Bid should be submitted in printed and soft copy formats - two set of printed hard copy format and one set of a non-rewritable CD format. The words “Technical Proposal – Hardware and Network – NISCO” shall be written in indelible ink on the CD. The Hard Copies or the printed copies shall have originals of the formats signed by the authorized signatory and additional copy of the original document. The hard copies should be put along with the CD in the envelope and sealed. The envelope shall be scribed “Technical Proposal – Hardware and Network – NISCO”</p> <p>This envelope should not contain any information about the pricing or the Commercial Proposal in which case the bid will be rejected.</p>
<p><b>Envelope 4: Commercial Proposal</b></p>	<p>The Commercial Proposal shall be submitted in a sealed envelope as per the specifications in this RFP and the forms prescribed.</p> <p>The Commercial Proposal shall be submitted in the form of a printed Hard Copy printed and cover with printed commercial proposal for the specified solution and implementation services.</p> <p>The Hard Copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope should also be scribed “Commercial Proposal - Hardware and Network – NISCO.</p>
<p><b>Envelope 5</b></p>	<p>All the above envelopes along with the proposal letter should be put in an envelope which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project “Request for Proposal for Data center optimization and DR site deployment.” and addressed to the Purchaser at the address specified. The package should have the bidder’s name and address and the names of contact persons.</p>
<p><b>Address</b></p>	<p>All the sealed covers for pre-qualification of the bid, the technical proposal and commercial proposals (together called the bid documents) along with the outer envelope must be addressed to the address listed in the RFP.</p>

#### 4.1..9.5. Opening of bids and Procedure of evaluation

- NISCO will evaluate the bids i.e. Prequalification, technical and commercial. The Bids upon opening will be initially examined to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in

order.

- The bidder shall designate minimum one person to represent the bidder in its dealing with NISCO in relation to the proposal submitted by the bidder. NISCO will assume that the person(s) designated is authorized to perform all tasks, including, but not limited to, providing information and responding to enquiries on behalf of the company.
- Only Pre-qualification bid shall be opened on the day of opening in the presence of bidders' representatives. The bidders' representatives who are present shall sign a register evidencing their attendance.
- Technical bid will be opened for those bidders whose bids shall meet all the prequalification criteria. The Place, date and time of the opening of the technical bid shall be notified separately.
- Technical bid document shall be evaluated as per the following steps:
  - Preliminary Examination of Technical Bids: The technical bids will be examined to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or other criteria specified in the various sections of this RFP will be rejected and not included for further consideration.
  - Evaluation of Technical Bids: A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in this RFP. Further, the documentation furnished by the bidder will be examined to see whether the qualifications and specific requirements mentioned in this document are fulfilled.
  - NISCO may conduct clarification meetings with each or any Bidder to discuss any matters, technical or otherwise.
  - Any effort by the bidder to influence NISCO in the process of evaluation of technical Bids, bid comparison or NISCO's decisions on acceptance or rejection of bids may result in rejection of the bidder's bid.
  - The bidders will also be required to make a detailed presentation covering various aspects on technical parameters defined in this RFP such as network design, upgrade-ability features, services support, maintainability, implementation schedule,

etc.

- NISCO will also ask the bidders to arrange visits of officers to the network sites already successfully established and claimed in the bid.
- No further discussion/interface will be held with the bidder whose bid has been technically disqualified /rejected.
- Financial bids of those bidders who satisfy the parameters laid out in the technical bid will only be opened. The place, date and time for the opening of the financial bids shall be announced separately.
- NISCO shall draw up a matrix covering the following before deciding the successful bidder:
  - Financial status of the company
  - Compliance to RFP requirements
  - Experience in implementation of similar projects
  - Availability of professionals suitable to handle the project
  - Availability of help Desk and support operations
  - Project Implementation plan and schedule
  - Openness of the system for meeting future requirements
  - Management and maintenance plan including spares
- All details provided by the Bidder should be specific to the requirements specified in this RFP. Detailed clarification may be provided by Bidder, if so desired by NISCO. The Bidder shall specify the responsibilities of NISCO, if any, other than already mentioned in the RFP, separately for the successful implementation of the project.

#### **4.1..9.5.1. Evaluation Criteria**



In general, bid responses will be evaluated on the following points:

a) TECHNICAL EVALUATION (70%)

No.	Technical Evaluation Parameter	Merit (%)
1	<b>Proposed work methodology</b> <ul style="list-style-type: none"> <li>• Project approach, HW delivery plan, Quality Assurance procedures</li> <li>• Suggestion of alternative methods</li> <li>• training and after sales support plans</li> <li>• Solution delivery schedule, extent of warranties proposed for the supplied items</li> </ul>	10
2	Project management <ul style="list-style-type: none"> <li>• Qualification and competence of key professional staff engaged in the work</li> </ul>	5
3	Bidder's Financial strength and general standing in the business as seen in the last 3 years financial statements	5
4	Compliance to items specifications <ul style="list-style-type: none"> <li>• Equipment for the implementation of the contract engaged in the work as per the RFP</li> </ul>	25
5	<b>Specific experience of the Bidder relevant to the proposed work</b> <ul style="list-style-type: none"> <li>• No of Similar projects executed in the past 3 years</li> </ul>	5
6	<b>Site Visit: -Previous successful implementation referenced by the bidders</b> <ul style="list-style-type: none"> <li>• Overall Layout and Space Utilization</li> <li>• Thermal Management and cooling systems</li> <li>• Power Distribution System</li> <li>• Cabling</li> <li>• Racks and Cabinets</li> <li>• environmental threats and security</li> <li>• relevance of Data center size and technology deployed</li> </ul>	20
<b>Total</b>		<b>70%</b>

**1. Bill of Quantity**

**2. Technical Evaluation and Qualification Criteria**

The following evaluation criterion shall be applied for technical qualification. Cut off points for the technical score is 70 %. As it is Quality Cost Based Selection (QCBS), it is mandatory to score the minimal technical score point in order to pass into financial evaluation. Bidder/bidders with highest consolidate result shall win the project.

No.	Evaluation Criteria	Weighted Score	Remark
1	<b>Company Profiles</b>	<b>70%</b>	
1.1	Company profiles and minimum of 5 year experience with similar complexity and nature for supplying and implementation of network, datacenter core connectivity, compute, storage and security data center devices	10	
	<b>Proposed work methodology</b> <ul style="list-style-type: none"> <li>• Comprehensiveness, clarity and understanding of the project</li> <li>• Proposed HW delivery and implementation Plan, methodology, solution and project taskforce responsibility matrix and migration/integration proposal, Quality Assurance procedures</li> <li>• Suggestion of alternative methods</li> <li>• training and after sales support plans</li> <li>• Solution delivery schedule, extent of warranties proposed for the supplied items</li> </ul>	15	
	Project management <ul style="list-style-type: none"> <li>• Qualification and competence of key professional staff engaged in the work</li> </ul>	10	
	Bidder's Financial strength and general standing in the business as seen in the last 3 years financial statements	10	
1.2	Qualification, experience and certification of company expertise on Certified NetworkProfessional,Certified Storage Professionals, Wireless Security Professional (CWSP), Wireless Design Professional (CWDP) , CompTIA network +, <ul style="list-style-type: none"> <li>▪ 2x Network Architect (4 Points)</li> <li>▪ 2x Senior Network engineer (5 Points)</li> <li>▪ 2x System Administrator (Virtualization/Storage/Compute expert) (8 points)</li> <li>▪ 2x Datacenter Certified Professional (8 Points)</li> </ul>	25	

## **Important**

- Bidder shall have minimum of 5 year solid experiences in related Insurance/Financial sector infrastructures implementation. The bidder shall have experienced experts for the implementation and support on CISCO core connectivity devices, Fortigate UTMs, Microsoft, supplying and implementation of Wireless network, datacenter core connectivity, compute, storage and security data center devices. Hereunder is the minimum professional team composition required for the implementation of the projects

### **I. Senior Network Architect**

- The project activities require services of senior network architect technical competencies Plus Computer Science / Electrical Engineering/ Computer Engineering and Information Technology qualifications. The expert should have solid experiences in core wire and wireless device installation, configuration, upgrading and integration of core security and connectivity devices implementation. The bidder architect should have experience in LAN and WAN designs, hierarchical architectures and core integration configurations, troubleshooting and reconfiguration of enterprise LAN and WAN core connectivity networks. The architect should have certifications on two or more of the following certifications: CCNA, CCNP, CCIE R&S, MCTS, CWS, CWT, CWSP, CWDP
- Qualification and Experiences
  - MSc in Computer science or Electrical Engineering Plus 3-5 years of experience or
  - BSc in computer science/ Electrical Engineering Plus minimum of 6 and above years of experiences

### **II. Network Engineer**

- Should have relevant academic and professional qualifications on networking infrastructure including LAN and WAN, network operating systems; proven experiences large-scale enterprise network design, networking protocols, system development, virtualization, storage and best practices in datacenter infrastructures. Certifications on CCNA, CCNP, CCIE R&S, MCTS, CWS), CWT, CWSP, CWDP, CompTIA network + are preferable.
- Qualification and Experiences
  - MSc in Computer science or Electrical Engineering / Plus 3-4 years of experience or
  - BSc in computer science/ Electrical Engineering / Plus experience of 5 years and above

### **III. System Administrator (Virtualization/Storage/Compute expert)**

- Needs to have relevant academic qualifications with proven data center facilities and systems experience in a wide range of projects. Solid experiences in data center engineering practices, system development, virtualization, storage and experience on project management methodologies and tools is mandatory; two or more of the following certifications MCTS, NetApp storage, VMware, Fortigate and Microsoft Certified Systems Engineer (MCSE)are preferable
- Qualification and Experiences
  - MSc in Computer science or Electrical Engineering Plus 3-5 years of experience or
  - BSc in computer science/ Electrical Engineering Plus experience of 6 years and above
  - Storage/ Virtualization Certified

### **IV. Certified Datacenter Professional**

- Bidder should have experts with proven experience on troubleshooting, servicing and maintaining of wireless network and security of the system
- Qualification and Experiences
  - BSc in Computer science or Electrical Engineering Plus 3-5 years of experience or
  - Diploma in Electronics/ Electromechanical and Electrical Engineering / Plus experience of 6 years

<ul style="list-style-type: none"> <li>▪ Certified Data Centre Professional (CDCP)</li> </ul>			
<b>2</b>	<b>Must meet Requirements</b>		
2.1	Tender Specific Manufacturer Authorization Form (MAF). MAF shall subject to confirmation.		Mandatory
2.2	Datasheet for all devices		Mandatory
2.3	Compliance Table		Mandatory
2.4	Knowledge transfer session		Mandatory
2.5	Warranty and support three years		Mandatory
2.6	Site Survey		Mandatory
2.7	Deliver schedule: 90 days after contract signing		Mandatory
<p><b>Note:-</b></p> <ul style="list-style-type: none"> <li>▪ Bidders are expected to carefully visit the infrastructure and systems site survey and submit responsive solution proposal for our compliance requirements</li> <li>▪ Falling to meet mandatory criteria will result in automatic rejection from the bid competition</li> <li>▪ <b>It is two envelopes tender. It is mandatory to submit separate technical and financial proposals</b></li> <li>▪ It is mandatory to attach bill of quantity without price within your technical proposal.</li> </ul>			

If a Bidder scores less than 70 points (cut-off score) out of 100 points in the technical evaluation only, the bidder will not qualify and the bidder shall not be considered for the Evaluation of financial proposal.

b) FINANCIAL EVALUATION (30%)

c) NEGOTIATION

NISCO may engage a qualified bidder in negotiations where it is necessary to align the financial proposal with the technical proposals to achieve project budget targets.

#### **4.1..10. Criteria for rejection of bids**

The bid(s) may be rejected if any one or more of the following conditions are not fulfilled: -

- Failure on part of the bidder to provide appropriate information as required in the bid proposal or any additional information as requested by NISCO, including any supporting document.
- Incomplete or conditional bids - bids that do not fulfill all or any of the conditions as specified in this RFP.
- Bids without bid security

- If found to have a record of poor performance such as abandoning works, not properly completing the contract, delaying completion, being involved in litigation or financial failures, etc.
- Failed to provide clarifications when sought.
- Validity of the bid not as per the requirement set in the RFP shall be considered as non-responsive and would be disqualified.
- Material inconsistencies in the information submitted.
- Bid proposal received after the last date and time specified in the RFP.

#### **4.1..11. Acceptance of the bid**

- The valid bids received will be evaluated by NISCO to ascertain the best, technical superior, commercially best bid in the interest of NISCO.
- NISCO do not bind itself to accept the lowest or any bid and reserves the right to:
  - reject any or all bids with/without any reason;
  - Accept/prefer any bid without assigning any reason.
- NISCO reserves the right to appoint any consultant or consultants to help NISCO for evaluation of the bid.
- NISCO reserves the right to remove any of the item(s)/service(s) mentioned in the document.

#### **4.1..12. Cross checking**

NISCO reserves the right to contact and verify bidder's information, references and data submitted in the bid proposal without further reference to the bidder.

#### **4.1..13. Cost involved in tendering**

The Bidder shall bear all costs associated with the preparation and submission of its bid, including the cost of presentation for the purposes of clarification of the bid.

NISCO will in no case be responsible or liable for those costs.

#### **4.1..14. Amendment in the RFP document**

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified in writing either through fax or email to all prospective bidders who have

purchased the RFP document and will be binding on them.

#### **4.1..15. Withdrawal of bid proposal**

No bid proposal will be withdrawn subsequent to the deadline for the submission of bids. However, the bidder is allowed to modify or withdraw its submitted bid any time prior to the last date & time prescribed for submission of the bids, by giving a written intimation to NISCO.

#### **4.1..16. Right to negotiate**

- NISCO reserves the right to negotiate with the bidders, if required. Final authority to take any decision in this regard lies with NISCO.
- NISCO also reserves the right to choose part or whole of the technically acceptable bids at individual costs quoted in the commercial bids.

#### **4.1..17. Contract agreement**

A contract agreement will be signed between the successful bidder and NISCO directly.

#### **4.1..18. Bid security return**

- The bid security for bidders who fails to qualify for the technical bid or financial bid will be returned back by NISCO.

#### **4.1..19. Letter of intent and Performance Bank Guarantee**

- After Acceptance of a Bid Proposal by NISCO, a letter of intent will be issued by NISCO to the successful Bidder.
- **Acceptance of the letter of intent:** The successful bidder shall accept the Letter of Intent within 7 (seven) days from the date of issue of the Letter of Intent by returning a duly signed copy to NISCO.
- **Signing of contract:** The successful Bidder shall enter into the Contract Agreement with NISCO within 10 days of the acceptance of the Letter of Intent.
- The successful bidder shall deposit with NISCO an unconditional and irrevocable Performance Bank Guarantee from a local bank acceptable to NISCO payable on demand, for the due performance and fulfillment of the contract by the bidder.
- This Performance Bank Guarantee will be for an amount equivalent to 10% of value of the contract. All incidental charges whatsoever with respect to the performance bank guarantee

shall be borne by the bidder.

- The Performance Bank Guarantee shall be valid till 3 months after the completion of the support and maintenance period.

#### **4.1..20. Right to vary quantities at the time of award**

NISCO reserves the right to include only a part or whole or none (in the event of not getting a viable solution within the budget estimated) of the above as scope of the successful bidder. NISCO shall also reserves the right to split up the total scope among two or more bidders who agree to meet such a scope, if found beneficial in the long run for NISCO. Hence the bid be prepared carefully considering the scope of each item individually and computing the total.

#### **4.1..21. Right to accept any bid and to reject any or all bids**

NISCO reserves the right to accept any bid, and to annul the tender process and reject all or any bids at any time without assigning reason prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NISCO's action.

#### **4.1..22. Changes in technical specifications and price bid**

- NISCO reserves the right to effect changes in the Technical Specifications and any such change will be notified in writing to all those who have purchased this document.
- Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/ commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. It is expected that all clarifications are sought earlier and the bid requirements understood clearly by the bidder before submitting the bid. Such price changes shall render the bid liable for rejection.

#### **4.1..23. Additional information/clarification**

NISCO reserves the right to ask for any additional information, as it may deem necessary to evaluate the bid proposal. Bidders that fail to submit additional information or clarification as sought by NISCO within 5 days of the receipt of NISCO's letter requesting for such additional information and/or clarification, their bids will be evaluated based on the information furnished along with the bid proposal.

## **5. Section-4**

### **Terms and Conditions of Contract**

#### **5.1. Terms & Conditions of Contract**

##### **5.1.1. Use of RFP document and other Information**

- Successful bidder shall not, without NISCO's prior written consent, disclose the contract agreement, or any provision thereof, or any specification, pattern, sample or information furnished by or on behalf of NISCO in connection to any person other than a person employed by NISCO in the performance of the contract agreement and the scope of work. Disclosure of document/information to any such employed person shall be made in confidence and shall extend only so far as may be necessary for such performance.
- Successful bidder shall not, without NISCO's prior written consent makes use of any document or any information specified here in this document, except for the purpose of performing the contract agreement and the scope of work.
- Any document other than this contract agreement shall remain the property of NISCO.

##### **5.1.2. Change in the minimum specified work**

- NISCO may at any time by written intimation to the successful bidder, make changes in the minimum specified work.
- The successful bidder shall not perform changes in the minimum specified work, until NISCO gives permission for such change in writing on the basis of estimate provided by the successful bidder.
- Mutually agreed change in the minimum specified work shall constitute as a part of the contract agreement and all the provisions and contract agreement shall apply on the said change.



- Any change in the minimum specified work that may be required for the successful implementation of the project and not involving any significant additional costs shall be carried out by the successful Bidder at no additional cost or expense to NISCO.
- In the event of withdrawal or discontinuance of any item or items and consequent ceasing of or reduction in demand the successful bidder shall not be entitled to any compensation. NISCO will, however, make all reasonable endeavors to give warning of any impending complete withdrawal or of any reduction seriously affecting quantities likely to be required under contract.
- If during the period of the contract, the specifications of any item or items to be supplied become obsolete, the successful bidder shall continue to comply with demands for the supply of the said item or items in accordance with the new specifications at rate not higher than already agreed rates at the time of contract, and the successful bidder will not be entitled for any compensation also.

### **5.1.3. Changes in contract agreement**

Except the changes as mentioned above, no modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both successful bidder and NISCO.

### **5.1.4. Project Milestones**

- The project including supply, installation and commissioning of all the equipment for end to end connectivity and data center establishment and should be completed within two months from the issue of the formal purchase order.
- If the successful bidder fails to deliver services prescribed above the same shall be subject to 0.1% penalty per week of the contract value subject to a maximum of 5% of the total value of the project.
- The above penalty, if any, shall be recovered from the 1st payment to be made to the successful bidder under this project or recovery will be made from amount of bid security or Bank Guarantee submitted by the successful bidder to NISCO.
- The unexcused delay in performing of any services as mentioned in the milestones by the successful bidder in the prescribed period may render him liable to any or all of the following penalties: -
  - The penalty as mentioned above.
  - Forfeiture of bid security and revoking of Security (Performance Bank Guarantee).
  - Termination of the contract as default.

### **5.1.5. Responsibilities of Successful bidder**

- The successful bidder is responsible to execute all but not limited to the work specified under scope of work as specified in this RFP.

- The successful bidder shall maintain the network infrastructure, hosting of applications under this RFP for the smooth implementation and operation of the project and allied services.
- The successful bidder shall be responsible for system integration, Commissioning and maintenance to ensure end to end connectivity as well as adhering to the SLA.
- The successful bidder shall handle all the technical and implementation matters including timely commissioning and maintenance.
- To lay down the whole data cabling up to each point and the power cabling from the Uninterrupted Power Supply (UPS) and Generator is the responsibility of the successful bidder.
- Inputs/guidelines for the preparation of site as per standard norms shall be submitted by the successful bidder.
- Civil works, if any, required for installation of the datacenter and cabling will be the responsibility of the successful bidder.
- The installation, configuration, maintenance and updating of all required hardware and software is the responsibility of successful bidder till the warranty period of the contract. All the updates of the software should be supplied to NISCO.

#### **5.1..6. Responsibilities of NISCO**

- To provide appropriate environmental conditions, necessary power facilities for the system, access to the premises, a secure equipment storage area, and suitable conditions for the successful bidder's professionals.

#### **5.1..7. Inspection/tests of the items/equipment**

- NISCO shall have the right to inspect all the supplied items before, during or after installation and to reject the same or any part or portion, if he or they be not satisfied that the same is not at par or according to the specifications submitted by the successful bidder.
- The successful bidder shall not be paid for supplies rejected as specified above.
- Successful bidder shall neither claim nor be entitled to payment for any damage that rejected supplies may suffer from any harm whatsoever incidental to a full and proper examination and test of such supplies.
- NISCO shall be under no liability whatsoever for rejected items and the same will be at the successful bidder's risk.
- Rejected supplies shall be removed by the successful bidder at his own expense within 10 days after notice has been issued to him of such rejection, and failing such removal of rejected goods will be at successful bidder's risk.
- Super inspection of already inspected items may be carried out at the discretion of NISCO

after installation, by such professional or team of professionals as may be authorized by NISCO.

#### **5.1..8. Site visit**

- Bidders desirous of making site visits to such offices and facilities of NISCO are required to submit requests for the same to NISCO at least 10 (ten) working days prior to the closing date of the tenders. NISCO may give the permission for such site visits, which would extend to certain offices and facilities of NISCO as necessary for the bidder to implement the project.

#### **5.1..9. Warranty**

- Successful bidder will be responsible for providing comprehensive onsite warranty for three years for all the items supplied under this RFP.
- Warranty shall be deemed to commence from the date of the successful completion and final acceptance by NISCO.
- During the warranty period, it will be the responsibility of the successful bidder to rectify any defect and update the System and the software by incorporating necessary patches, upgrades and updates as and when released by the original supplier or found necessary by NISCO so as to ensure that the Solution is functioning to provide the best performance.
- Successful bidder shall undertake the preventive maintenance of all supplied equipments including active and passive components supplied under this RFP once in every quarter during the warranty period of the contract so as to ensure the smooth functioning of the system.

#### **5.1..10. Spares**

The successful bidder will ensure that supplies of necessary maintenance equipment and spare parts including active and passive components be made available for the life of the machines or at least for contract duration on continuing basis.

#### **5.1..11. Acceptance tests**

Acceptance Test shall be conducted as:

- The first acceptance test shall involve successful supply, delivery at site, installation & commissioning of end to end network connectivity.
- The datacenter facilities should be installed and functioning as per the requirement mentioned in this RFP. All the applications hosted should be functioning properly.
- Any delay by the successful bidder in the Partial/Final Acceptance Testing shall render the Successful bidder liable to the imposition of appropriate Penalties.
- Methodology:
  - All hardware and software items must be installed at particular site as per the minimum

specifications mentioned in Section-1 of this document and are integrated as per the design plan as approved by NISCO.

- After installation and configuration of each and every subsystem, integrating various systems and providing various services, tests shall be conducted for system performance as a whole. Commissioning shall mean end-to-end commissioning of the network.
- The successful bidder shall be required to demonstrate all the features as mentioned in the RFP.
- The acceptance test shall include all reasonable exercises which the combination of the equipment and the software can be expected to perform in actual usage. The tests shall include, but not limited to, the demonstration of the proper functioning of all hardware and software.
- However, if the system does not meet the availability criteria laid down as above within 4 weeks from date of commissioning, NISCO shall have the right to reject the system and ask for its replacement. If so deemed necessary, the bidder shall replace the whole or part of the system as suggested by NISCO within three weeks from the date of rejection notice. If the bidder fails to replace the system as required, NISCO reserves the right to initiate any contingent measures as deemed necessary in the interest of the project.
- Training part of the project should be completed.

#### **5.1..12. Payment schedule**

- No payment will be made in advance for any supplies/services under this project.
- 60% payment for hardware and software shall be made upon delivery and inspection.
- Balance 30 % payment shall be released upon the installation, training, testing and commissioning of the hardware and software at all the offices.
- The remaining 10% shall be released upon successful completion of running the system for three months.

#### **5.1..13. Sub-contracting of the project**

In the event successful bidder intends to use Sub-contractor for any part of the Project, the following shall be adhered to:

- The sub-contracting of the entire project shall not be allowed. Further, the successful bidder will be solely responsible for the whole project and all of the conditions of the project, even if he sub-contracts any part of the project to any other party. In other words sub-contracting would not absolve the successful bidder from the responsibility for the complete project and its conditions. However, sub-contracting of data center services, system integration would not be allowed under this RFP and shall be the sole responsibility of the successful bidder.
- The successful bidder may subcontract a part of project such as air conditioning systems power system installation, etc. after informing NISCO for the same. However, the successful bidder will be solely responsible for the implementation of any part of the project sub contracted to the satisfaction of NISCO.

- Evidence that all obligations imposed by the RFP on the Bidder have been fully understood and accepted where applicable by the Sub-contractors.

#### **5.1..14. Compliance with laws, permits**

The successful bidder shall comply with all local government rules, regulations and laws relating to the work and shall secure and pay for any permits and licenses necessary for the execution of the work and successful bidder shall be responsible for the same.

#### **5.1..15. Forfeiture of bid security**

- If the bidder withdraws his bid before the expiry of validity or after the acceptance of the bid, the bid security deposited by the successful bidder will be forfeited.
- If the successful bidder fails to comply with any of the terms, conditions or requirement of this contract and the technical specifications for the equipment requirement as indicated in various sections of the RFP document, the bid security deposited by the bidder will be forfeited.

#### **5.1..16. Force Majeure**

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify NISCO in writing of such condition and the cause thereof. Unless otherwise directed by NISCO, the successful bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

#### **5.1..17. Termination of the contract**

##### **5.1..17.1. Termination for Default**

- If either NISCO or bidder violates any material term or condition of this Contract or fails to fulfill in a timely and proper manner its obligations under this Contract, then the aggrieved party shall give the other party written notice of such failure or violation. The responsible party will correct the violation or failure within thirty (30) Consecutive days or as otherwise mutually agreed in writing. If the failure or violation is not corrected, this Contract may be terminated immediately by written notice from the aggrieved party to the other party. The option to terminate shall be at the sole discretion of the aggrieved party. NISCO reserves the right to suspend all or part of the Contract, withhold further payments.
- In the event of termination of this Contract by NISCO, NISCO shall have the right to procure the Products and Services that are the subject of this Contract on the open market and bidder shall be liable for all damages, including, but not limited to: (i) the cost difference between the original Contract price for the Products and Services and the replacement costs of such Products and Services acquired from another bidder; (ii) if applicable, all administrative costs

directly related to the replacement of this Contract, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, staff time costs; and, (iii) any other costs to NISCO resulting from bidder's breach. NISCO shall have the right to deduct from any monies due to bidder, or that thereafter become due, an amount for damages that bidder will owe NISCO for bidder's default.

- If the Failure to Perform is without the defaulting party's control, fault, or negligence, the termination shall be deemed to be a Termination for Convenience.

#### **5.1..17.2. Termination for Convenience**

When, at the sole discretion of NISCO, it is in the best interest of NISCO may terminate this Contract, in whole or in part, by fourteen (14) working days written notice to the bidder. If this Contract is so terminated, NISCO is liable only for payments required by the terms of this Contract for products and Services received and Accepted by NISCO prior to the effective date of termination.

#### **5.1..17.3. Termination for Withdrawal of NISCO**

In the event that NISCO is withdrawn, reduced, or limited in any way after the commencement of this Contract and prior to normal completion, NISCO may terminate this Contract by serving seven (7) working days written notice to bidder. No penalty shall accrue to NISCO in the event this section shall be exercised. This section shall not be construed to permit NISCO to terminate this Contract in order to acquire similar Services from a third party.

#### **5.1..17.4. Termination for Conflict of Interest**

NISCO may terminate this Contract by serving prior written notice to the bidder if NISCO determines, after due notice and examination, that any party has violated Ethics or any other laws regarding ethics in acquisitions and procurement and performance of contracts.

#### **5.1..17.5. Termination Procedure**

- If NISCO terminates this Contract, bidder shall follow any procedures NISCO specifies in NISCO's Notice of Termination.
- Upon termination of this Contract, NISCO, in addition to any other rights provided in this Contract, may require bidder to deliver to NISCO any property, Products, or Work Products specifically produced or acquired for the performance of such part of this Contract as has been terminated.
- Unless otherwise provided herein, NISCO shall pay to the bidder the agreed-upon price, if separately stated, for the Products or Services received and Accepted by NISCO, provided that in no event shall NISCO pay to the bidder an amount greater than bidder would have been entitled to if this Contract had not been terminated. Failure to agree with such determination shall be a dispute within the meaning of the Disputes section of this Contract. NISCO may withhold from any amounts due to the bidders such sum as NISCO determines to be necessary to protect NISCO from potential loss or liability.
- Bidder shall pay any amounts due to NISCO as the result of termination within thirty (30) Consecutive days of notice of amounts due.

**5.1.18. Arbitration**

- In the event of any dispute or difference arising between the Successful Bidder and NISCO and in connection with this Contract or RFP or any of the terms and conditions contained therein or as to the interpretation or any other matter, both the parties shall resolve such dispute or difference first by mutual discussions. If any dispute or difference still persists, it shall be referred to the relevant Ethiopian court.

**5.1.19. Acquaintance with all conditions**

The bidder acknowledges that he has made himself fully acquainted with all the conditions and circumstances under which the supplies required under the contract will have to be made or furnished and with all the terms, clauses, conditions, specifications and other details of the contract and the bidder shall not plead ignorance of any of those as excuse in case of complaint against or on rejection of supplies tendered by him.

# **Annexure**







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## Annexure A - Technical proposal letter

Date:

Bid Reference No.: \_\_\_\_\_

To

Nyala Insurance S. Co..  
Protection House, Mickey Leland Street  
P.O.Box 12753, Addis Ababa, Ethiopia  
Tel. 251-11-6626667, Fax 251-116626706  
e-mail nisco@ethionet.et,

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, Install, Configure & Commission the networking at the datacenter in conformity with the said tender document in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence delivery within \_\_\_\_\_ days and to complete installation and commissioning of all the equipments as specified in the Contract within \_\_\_\_ days calculated from the date of receipt of your Notification of Award/Letter of Intent.

We agree to abide by this tender offer for 6 months from the closing date of tender and our offer shall remain binding upon us and may be accepted by NISCO any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with NISCO's written acceptance thereof and NISCO's notification of award, shall constitute a binding contract between us.

We understand that NISCO is not bound to accept the lowest or any offer NISCO may receive.

Dated:

Signature:

Designation:

Authorized to sign the tender



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**Annexure B – Bidder’s Details information**

**Company Information**

To

**Nyala Insurance S. Co..**

<b>Details of the Organization</b>	
Name of the company	
Nature of business	
Name of contact person	
Date of establishment/incorporation	
Address of the company	
Turnover of the company for the years: 2023/24 2022/23 2021/22	
Supporting Documents copy of renewed trade license , TIN, VAT	

Authorized Signatory

Designation

Company Seal



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### **Annexure C – Bidder's Organization**

[Provide here a brief (2-4 pages) description of the background, organization, capability and experience of your firm/entity and each associate for this assignment.]



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**Annexure D – Bidder’s Experience**

**Implementation Experience**

To

**Nyala Insurance S. Co..**

Supply, Installation and Commissioning of network system (one form for each project reference duly certified by authorized signatory).
<b>Solution Provided</b>
The name of the solution
The Solution components implemented
The scale of deployment
<b>Client Information</b>
Name of client
Name of the person who can be referred to from Clients' side, with name, designation, contact phone, fax number, e-mail, etc.
Nature of business / operations of client
<b>Project Details</b>
Brief description of the Project
Scope of the Project
Details of services provided
Supporting testimonial documents, attached herewith

Authorized Signatory

Designation

Company Seal



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**Annexure E – Manufacturer’s Authorization Form (MAF)**

{OEM letter head}

To  
**Nyala Insurance S. Co..**

Dear Sir,

Bid Reference No. \_\_\_\_\_

We who are established and reputable manufactures of do hereby authorize M/s (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully, (Name) for and on behalf of (Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed and sealed by an authorized person of the manufacturer.



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### **Annexure F-Description of Methodology and Approach for Performing the Assignment**

[Technical approach, methodology and staffing are key components of the Technical Proposal

- a) Technical Approach and Methodology. In this chapter the solution providers should explain their understanding of the objectives of the assignment, methodology and approach for carrying out the project. **Each activity of the project should be explained in detail.**
- b) Organization and Staffing. In this chapter solution providers are should propose the structure and composition of their team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]



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**Annexure G**-Scope of training, support and documentation

In this chapter the solution providers should explain their methodology and detail scope of training, support and documentation given during the lifecycle of the project.



## Annexure H – Profile of Project Team

### 1. Project Manager and technical professionals

1. Name of the person	
2. Role in the Project	
3. Qualification	
4. Total number of years of experience	
5. Number of years with the current company (the bidder)	
6. Functional area / expertise	
7. The names of customers/project for which the person has provided similar services	

Please provide the profiles of professionals for all the key technical areas and experienced technical expertise required for the project like Cisco, Microsoft, air conditioning, power systems, access control, fire control, etc.

### 2. Tentative Team Structure

#	Name of person	Designation	Role in this project
1			
2			

### 3. Team planning

Team member	Role and expertise	Involvement during which activity	Expected duration of involvement

### 4. Project plan

Project activity	Timelines	The experts involved	Number of professionals	Deliverable





7/3/19


1. Indicate all main activities of the assignment. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.



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**Annexure I –Bid Security**



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## Annexure J –Commercial Proposal

### 1. Commercial proposal covering letter

To  
**Nyala Insurance S. Co..**

Dear Sir,

Ref: Supply, Installation and Commissioning of network system at NISCO

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide (name of project) at NISCO as set out in the bid document.

Following is our quotation summarizing (as per the final figure in Table) our commercial proposal.

(The total bid value in {mention currency}, including the optional elements and applicable taxes).

We attach hereto the commercial proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to provide all the services as put forward in the RFP or such modified requirements as may subsequently be mutually agreed between us and NISCO or its appointed representatives.

If our proposal is accepted, we will obtain and submit a performance bank guarantee from the local bank acceptable to NISCO for a sum equivalent to 10% of the total price as quoted in our commercial proposal of the bid document for the due performance of the contract.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to NISCO is true, accurate, and complete. We agree that you are not bound to accept the lowest or any bid response you may receive.

Authorized Signatory

Designation

Company Seal



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**2. The commercial bid for The supply**

To:

**Nyala Insurance S. Co..**

**Cost for item supply in the form stated on the description of the items.**



### 3. The commercial bid for implementation and support

To:  
Nyala Insurance S. Co..

#### Summary of costs for implementation and support services

No.	Service /Solution elements	Unit cost	Total cost
1.	Implementation Services (installation, configuration, testing, documentation, training and support) including one year warranty period support.		
2.	SLA Support services for first year (12 months) which is after the completion of one year warranty period.		

**Note:** Bidders are required to indicate cost of implementation for different items separately. I.e. cost for LAN installation, CCTV, air conditioning, Security, etc should be specified separately.

#### ***Proposal Submission:***

Offer containing technical and financial proposal should be submitted on or before March 31<sup>st</sup>, 2025, 10:00 A.M. local time at the following address.

**Nyala Insurance SCo,  
Protection House, Miky Leland Street, P.O Box: 12753, Addis Ababa,  
Ethiopia, Tel: 251-116-626667. Fax: 251-116-626706**

#### ***For further information please contact:***

Ato Asratu Aemiro (0911-123534)