

Section II. Instructions to bidders, Bid Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The Procuring Entity is: NATIONAL INSTITUTE OF STATISTICS OF RWANDA (NISR)
ITB 1.1	<p>TITLE OF THE TENDER: HIRING A LOCAL COMPANY FOR MAINTENANCE SERVICES OF ALL ICT INFRASTRUCTURE (ICT EQUIPMENTS, NETWORK, GIS TOOLS AND WEB APPLICATIONS) FOR A PERIOD OF ONE (1) YEAR WITH A POSSIBILITY OF RENEWAL</p> <p>TENDER NOTICE N^o: 022 /2014- 2015/NCB/NISR/NSDS BASKET FUND SUPPORT TO NISR</p> <p>PROCUREMENT METHOD: NATIONAL COMPETITIVE BIDDING (NCB)</p> <p>The number, identification and names of the lots comprising this tender are: Four (4) lots:</p> <p>Lot 1: Office Electronics</p> <p>Lot 2: Computers, systems and application software</p> <p>Lot 3: Network infrastructure and GPS devices</p> <p>Lot 4: Website</p>
ITB 2.	The Source of funds: NSDS BASKET FUND SUPPORT TO THE NATIONAL INSTITUTE OF STATISTICS OF RWANDA.
ITB 2.	The name of the Project is: National Institute of Statistics of Rwanda
ITB 4.3	A list of firms debarred from participating in Rwandan tenders is available on RPPA Website: www.rppa.gov.rw
	B. Contents of Bidding Documents
ITB 7.1	<p>For Clarification of bid purposes For Clarification of bid purposes only, the Procuring Entity's address is:</p> <p>The Procurement Office of the National Institute of Statistics of Rwanda, P.O Box</p>

	6139, Tel.:+250-252 571035, Fax: +250-252 57 07 05, E-mail : alphonse.shumbusho@statistics.gov.rw , sandra.rusagara@statistics.gov.rw on First Floor-Door 5 in front of DG's Office starting from 29 th August 2014 from 11:00 am, 9:00 GMT to 5:00 pm, 15:00 GMT.
	C. Preparation of Bids
ITB 10	The language of the bid is: English or French.
ITB 11.1	<p>The Bidder shall submit the following ADMINISTRATIVE documents in its bid:</p> <ul style="list-style-type: none"> • Copy of Trading License; • Original or a certified copy of the Rwanda Social Security Board certificate; • Original or a certified copy of the tax or non-clearance certificate from RRA; • Bid validity period of 120 days (commitment letter signed and stamped by the Managing Director of the company) Bid guarantee of a fixed amount of Rwf 800,000 according to the model provided in this Tender Document; • Proof a copy of purchase of tender document of a non-refundable fee of Ten Thousand Rwandan Francs (Rwf 10,000) or the equivalent in a freely convertible currency deposited to the account N^o 10000007737 of Rwanda Revenue Authority at the National Bank of Rwanda (NBR); • Written confirmation authorizing the signatory of the Bid to commit the Bidder; • Three (3) original certificates or Three (3) copies of similar references of customers verified by certificates of completion (RELATED TO MAINTENANCE OF ICT EQUIPMENTS) of contract or attestations of proper performance from different public or private institutions)for a least last three years 2011, 2012 and 2013); • Any other information that the bidder considers important to the award process as it may be indicated in the BDS;
ITB 13	Alternative Bids <i>Shall NOT BE considered:</i>
ITB 14.5	The INCOTERMS edition is: Current version of January, 2011
ITB 14.6 (b) (i) and (c) (iii)	Place of Destination: Plot number KN 2 AV 36 in Village INGENZI, Cell. KABEZA, Muhima Sector, Nyarugenge District, Kigali City, Avenue de la Justice, P.O Box 6139, Tel.:+250-252 57 10 35, Fax: +250-252-57 07 05, on First Floor-Door 5 in front of DG's Office.
ITB 14.6	"Final destination": Office of the National Institute of Statistics of Rwanda located at

(a) (iii);(b)(ii)) and (c)(v)	Village INGENZI, Cell. KABEZA, Muhima Sector, Nyarugenge District, Kigali City, Avenue de la Justice, P.O Box 6139, Tel.:+250-252 57 10 35, Fax: +250-252-57 07 05, on First Floor-Door 5 in front of DG's Office.
ITB 14.6 (b) (iii)	In addition to the CIP price specified in ITB 14.6 (b)(i), the price of the Goods manufactured outside Rwanda shall be quoted: DDP/NISR Offices located at Muhima Sector, Nyarugenge District-Kigali City.
ITB 14.7	The prices quoted by the Bidder "shall not" be adjustable..
ITB 14.8	Prices quoted for each lot shall correspond at least to 100 % of the items specified for each lot. Prices quoted for each item of a lot shall correspond at least to 100% of the quantities specified for this item of a lot.
ITB 15.1	The Bidder required quoting in the Rwanda Francs (Rwf).
ITB 15.3	The authority to establish the exchange rate shall be the " National Bank of Rwanda "
ITB 16.3	Period of time the within which Goods are expected to be functioning (for the purpose of spare parts): No duration
ITB 17 (a)	Manufacturer's Authorization/Certificate of conformity to standards is <u>N/A</u>
ITB 17 (b)	After sale, below list of services is NOT required
ITB 18.1	The bid validity period shall be 120 days.
ITB 19.1	Bid shall include a Bid Security (issued by bank or an insurance company) included in Section IV Bidding Forms.
ITB 19.2	The amount of the Bid Security shall be: Rwf 800,000.
ITB 19.7	If the bidder incurs any of the actions prescribed in subparagraphs (a) or (b) of this provision, the RPPA will declare the bidder ineligible to be awarded contracts by the Procuring entities for a period of from 1 to 5 years
ITB 20.1	In addition to the original of the bid, the number of copies is: 3
	D. Submission and Opening of Bids

ITB 21.2 (c)	<p>The inner and outer envelopes shall bear the following additional identification marks: TITLE OF THE TENDER: HIRING A LOCAL COMPANY FOR MAINTENANCE SERVICES OF ALL ICT INFRASTRUCTURE (ICT EQUIPMENTS, NETWORK, GIS TOOLS AND WEB APPLICATIONS) FOR A PERIOD OF ONE (1) YEAR WITH A POSSIBILITY OF RENEWAL</p> <p>TENDER NOTICE N^o: 022 /2014- 2015/NCB/NISR/NSDS BASKET FUND SUPPORT TO NISR</p>
ITB 22.1	<p>For bid submission purposes, the Procuring Entity's address is:</p> <p>Well printed bids written in French or English language, properly bound and presented in four (4) copies one of which is the original and three (3) copies, must reach to the Director General of the National Institute of Statistics of Rwanda, avenue de la Justice, P.O Box 6139, Kigali, Tel. :(+250) -252 57 10 35, Fax :(+250)-252 57 07 05 not later than <u>01st October 2014 at 10:00 am, 08:00 GMT accompanied by a bid guarantee of Rwf 800,000 or the equivalent in a freely convertible currency issued by a reputable bank or a registered company. Late bids will be rejected and the bids sent electronically will not be accepted.</u></p>
ITB 25.1	<p>The bid opening shall take place at NISR Conference Room.</p> <p>The bids will remain valid for 120 days starting from the deadline for submission. The offers will be opened on the same day on the 01st October 2014 in a public session at 10:30am (08:30 GMT), at the National Institute of Statistics of Rwanda conference room.</p>
E. Evaluation and Comparison of Bids	
ITB 32.	<p>Bid prices expressed in different currencies shall be converted in Rwandan Francs (Rwf)</p> <p>The source of exchange rate shall be the National Bank of Rwanda:</p> <p>The date for the exchange rate shall be the bids opening date: 01st October 2014.</p>
ITB 33	<p>Domestic preference shall not be a bid evaluation factor.</p>
ITB 34.3(a)	<p>Evaluation will be done not later 21 days after public opening session.</p> <p>Bids will be evaluated for each item and the Contract will comprise the item(s) awarded to the successful Bidder.</p>
ITB 34.3(d)	<p>The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: [refer to Schedule III, Evaluation and Qualification Criteria; insert complementary details if necessary] shall not be acceptable</p>
ITB 34.6	<p>Bidders shall not be allowed to quote separate prices for a single lot.</p>

F. Award of Contract	
ITB 39.	<p>The maximum percentage by which quantities may be increased or decreased is: <i>[insert percentage not exceeding 20%]</i> The NISR administration reserves the right to increase or decrease the quantity of supplies accordingly with the needs up to 20 % of the total requirements of the bid;</p> <p>Through a recommended envelope to be addressed to the winner in order to inform bidders the modification without altering the unit prices as he reserves also the right to cancel this tender for some good reasons.</p>

Section III. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Procuring Entity may use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

To qualify for technical evaluation firms will be considered for:

- (a) Their experience in the field of maintenance of **ICT EQUIPMENTS, NETWORK, GIS TOOLS AND WEB APPLICATIONS**

FORM REQUESTED THE GENERAL INFORMATIONS OF THE EXECUTION OF OTHER TENDERS AWARDED DURING THE LAST THREE YEARS (2011, 2012 AND 2013).

Assignment name or title of tender awarded:	1. 2. 3. 4.
Tender Reference Number:	1. 2. 3. 4.
Number of the tender awarded to your company during the period from 2008 to 2011	
Method used during the competition:	It's National Open Competitive, Restricted Method, Shopping, two stages, etc.....
Effective date of the contract and duration of tender awarded:	Duration of assignment (months):
Aim of the contract or Objective of the contract signed:	

Amount of the assignment or amount of the tender awarded:	Approximate value of the contract in Rwandan Francs (Rwf).
Name of Client:	
Source of Funding of the tender awarded:	
Complete address:	
Start date (month/year): Completion date (month/year):	
Name of associated Consultants, if any:	Name of senior professional STAFF involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

(b) The existence of key personnel:

- ⇒ Technician (expert) in Web development,
- ⇒ Staff in computer hardware and software repair and maintenance,
- ⇒ Staff in application development
- ⇒ Staff in office electronics troubleshooting, maintenance and repair
- ⇒ Staff in GIS technologies,
- ⇒ Staff in network administration;

And their qualifications and personal experience (**3 TO 5 YEARS**) in performing similar projects

N.B: PLEASE INSERT IN YOUR BID THEIR CVs DULY SIGNED AND UPDATED AND COPIES OF THEIR DIPLOMAS, CERTIFICATES AND AWARDS

TECHNICAL SPECIFICATIONS maintenance of NISR ICT equipment (soft and hardware)

TITLE OF THE TENDERS: THE NATIONAL INSTITUTE OF STATISTICS OF RWANDA WISHES TO RECRUTE A COMPANY FOR THE MAINTENANCE OF ITS ICT EQUIPMENTS, NETWORK, GIS TOOLS AND WEB APPLICATIONS.

I. TECHNICAL REQUIREMENTS

Duration: One year renewable

The scope of work includes: Resident Helpdesk, and the regular troubleshooting by keeping IT infrastructure at NISR well maintained, Network, Electronic Document Management System application, GIS tools and web applications.

A: DUTIES TO BE PERFORMED BY THE CONTRACTOR

The contractor will maintain by providing a fulltime “Resident Help Desk” at NISR and provide the following services: Preventive maintenance: protection against intruders, updates (definitions, service packs, firmware, etc...), optimizations, backups, new installations, configurations; Curative maintenance; User support; Logging and reporting.

1. AREAS OF INTERVENTION:

LOT №1: OFFICE ELECTRONICS

Photocopiers, Printers, Scanners, Small UPSs, Projectors, Plotters

SCOPE:

No.	Item	Quantity	Average age (years)
1	Big size copiers (3 in one)	3	3
2	Medium size copiers (3 in one)	7	3
3	Printers	23	3
4	Scanners	3	3
5	Small UPSs	15	3
6	Projectors	5	3
7	Plotters	3	3

LOT № 2: LOCAL COMPUTER SYSTEMS

Servers’ software and hardware, Computer hardware, Computer software, Windows server 2008, Windows 2003 server, Windows 7, Outlook client access, Other MS Office,

etc..., Network shared applications, printers sharing, shared scanners; troubleshooting and repair, SONORA Electronic Document Management System, Mc OS, etc...

SCOPE:

- 10 Servers: NADA, RapidSMS(Stat Alert and Stat Collect), Asset management census server, DMS server, Knownet, Blueserver, Greenserver, Redserver, Antivirus server
- 246 desktop PCs, 72 laptop PCs
- **EDMS application supplied by COSEKE Rwanda (capture: scanning document, storage and dispatch, task processing and forwarding).**

LOT № 3: NETWORK INFRASTRUCTURE and GPS devices

Switches, Connectivity, Firewall, Physical layer: cabling, access points, electrical (access ports only), Printer/scanner sharing, GPS devices, other network equipment

SCOPE:

- i. Fiber cables, UTP CAT 6;
- ii. Patch panels, switches;
- iii. Entire TCP/IP stacks; Network cards;
- iv. Connectivity (150 users on the network): Intranet, Internet;
- v. 1 kit Videoconference;
- vi. GPSs:
 - 8 Trimble Juno SD Handheld GPSs,
 - 42 Trimble Nomad 800 series Handheld GPSs,
 - 60 Garmin Oregon 650 GPS devices,

LOT № 4: WEBSITE

www.ststatistics.gov.rw public website maintenance and troubleshooting

SCOPE:

Web application

- (1) To revamp the existing website using latest version of Drupal by considering the classification of contents according to a set of defined criteria and featuring improved navigation;
- (2) To develop interactive forms for use at various service deliveries offered by NISR. These applications should provide monitoring and reporting features from both Front and Backend perspective. These forms will include among other Visa and Job processing.

- (3) Provide advanced Training on the latest version of Drupal to NISR staff and provide regular maintenance support and latest updates on the applications and its relevant tools
- (4) Being able to troubleshoot all possible errors as may be occurring to different web applications within NISR

Expectations

The contractor's specific responsibilities will include, but not limited to the following:

- The selected vendor will be responsible for revamping the existing website based on feedback to be provided and the newly redesigned web site will be implemented using Drupal Content Management System (CMS);
- Each stage of the project will require approval from NISR's Web Management Committee (WMC) before moving on to the next stage.
- The selected vendor must ensure it has adequate resources for designing, building, testing, and implementing the revamped web site;
- During the TRAINING PHASE, vendor will provide training in accordance with approved training plan provided in the kickoff;
- The vendor should also be staffed for the training of IT personnel, specifically at an advanced level using and customizing the revamped template in Drupal. This will consist of the most comprehensive course for experienced Drupal and PHP Developers among ICT staff;
- Improving the site design to ensure that it is bold and responsive and ensure that it can be accessible using mobile devices, tablets for its associated web forms with their associated parameters for WEB FORMS such as Captcha (Visa, Recruitments section)

Specific deliverables and milestones

- For randomly visitors desiring enhanced functionality and accessibility of the website, all contents (publications) should be classified according to a set of established criteria such as source (eg: SMRP, Economic Units etc), Sector (Health, Economy etc);
- All form builder should have all the flexibility of the Drupal Form API that provide options to save the submissions and be able to access all submitted details via the back-end user perspective;
- All trained IT staff will be equipped with skills on the overall advanced features of Drupal
- By the end of the training, participants will be able to understand best practices in making your site secure and fast, and easy to maintain at an advanced level

2. CONDITIONS OF WORKING CONDITIONS: NORMAL WORKING HOURS AND ADDITIONAL SERVICES:

For lots 1 and 2 the Contractor is expected to operate the 'Help Desk' permanent at NISR for HALF WORKIND DAY (either forenoon or afternoon), Monday to Friday, except on official Holidays.

For lots 2 and 3, response should be done in a period not exceeding 6 hours after a call by the contract manager or supervisor to be mentioned in the contract.

Contractor(s) should be able to provide the services on request outside normal working hours, weekends and holidays when reasonable need arises.

3. ACTIVE PARTICIPATION DURING TRANSITION PERIODS:

NISR regularly implements new hardware/system software/corporate software/applications/GIS tools to enhance the IT structure and the contractor/service provider is expected to be actively involved in such activities by providing additional services both in terms of manpower as well as beyond normal working hours. The frequency of such activities will be very few and will be communicated to the service provider in advance.

B: REQUIRED QUALIFICATIONS

The following are the expected requirement from the team staff of contractor Maintenance Company of ICT equipment, System and application software; Network, GIS tools and web applications for this task:

- Present a team staff with strong curriculum vitae:
 - ⇒ **staff in IT equipment repair and maintenance,**
 - ⇒ **staff in GIS technologies,**
 - ⇒ **staff in network administration,**
 - ⇒ **staff in system administration,**
 - ⇒ **staff in application development,**
 - ⇒ **expert in Web development,**
- Prior experience working with a corporate, government institutions in IT sector;
- **Degrees in computer science, Geographic Information System, software engineering, electrical and electronic engineering or any related field study or in a relevant subject;**
- Practical and experienced Software Developer with at least five (5) years' experience in databases maintenance;
- Practical knowledge of computer programming is usually essential;
- At least Three to five years' work experience in designing and developing website using Drupal Content Management System (CMS);

- Have strong track record in developing necessary technical components and capacity building by applying web-based applications and open source technologies;
- Time management to meet clients' deadlines;
- Capable of meeting high standards;
- Good problem-solving skills.

II. ADDITIONAL INFORMATION ON TECHNICAL REQUIREMENTS AND EVALUATION CRITERIA

To qualify for technical evaluation firms will be considered for:

Their experience in the field of maintenance of **ICT EQUIPMENTS, GIS TOOLS, SERVERS, ELECTRONIC DOCUMENTS OR WORKFLOW MANAGEMENT SYSTEMS, NETWORK, WEB APPLICATIONS**

FORM REQUESTED THE GENERAL INFORMATIONS OF THE EXECUTION OF OTHER TENDERS AWARDED DURING THE LAST THREE YEARS (2011, 2012, 2013 OR current year).

Assignment name or title of tender awarded:	1. 2. 3. 4.
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Method used during the competition:	It's National Open Competitive, Restricted Method, Shopping, two stages, etc.....
Effective date of the contract and duration of tender awarded:	Duration of assignment (months):
Aim of the contract or Objective of the contract signed:	
Amount of the assignment or amount of the tender awarded:	Approximate value of the contract in Rwandan Francs (Rwf).

Name of Client:	
Source of Funding of the tender awarded:	
Complete address:	
Start date (month/year): Completion date (month/year):	
Name of associated Consultants, if any:	Name of senior professional STAFF involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Key personnel: (To be specified by bidder)