

## Anti-Corruption Declaration

Dear Sir/Madam,

AB Rwanda offers a variety of financial services for micro, small and medium businesses. The institution has no political connections and is interested in fostering long term cooperation with its business partners.

During the selection of its business partners the institution is led by principles of fair competition. Its code of conduct clearly defines directives which forbid the institution's staff from being involved in business relations tainted by conflict of interest (situations in which the employee's personal interest is contrary to the institution's official interest).

AB Rwanda employees are well aware of the Code of Conduct and are held accountable for all breaches of the business ethics.

AB Rwanda is against the adoption of any unfairly competitive practices. The institution treats each employee who abuses his/her position for personal gain, the same way it treats any potential business partners who offers the possibility of any gains to its employees against unfair advantage in the tendering process. The institution's potential business partners who adopt unfair business methods to gain advantage in the tendering process will be excluded from all future relations with the institution.

By signing hereunder, you attest to your understanding and vouch to adhere to the aforementioned AB Rwanda business practices and fully understand the consequences of failure to do so.

We appreciate your cooperation and hope to build a fruitful and mutually beneficial long-term relationship.

Tender participant: \_\_\_\_\_

(Name, Last Name, Signature)

Tax ID: \_\_\_\_\_

# Complaint Letter

## Supplier Complaint Letter

Tender Name: \_\_\_\_\_

Prot. No.: \_\_\_\_\_

Supplier Data:

Company	
Address	
Telephone	

**Complaint description:**

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Name, Last Name: \_\_\_\_\_

Signature: \_\_\_\_\_

To be sent via email to [procurement@abr.rw](mailto:procurement@abr.rw) only after receiving Reply to Tender Offer, or in case no Reply to Tender offer has been received, 20 business days after submitting tender application. Please include the Tender reference number in the email subject.

# OPEN TENDER FOR THE SUPPLY, INTERGRATION AND CONFIGURATION OF MICROSOFT SENTINEL LICENSE

Tender Reference Number: N° 2024/012

OCTOBER 2024

AB Rwanda plc wishes to contract an IT company/service provider that will do supplying, integration and configuration of Microsoft Sentinel. All bidders are encouraged to respond with their best (lowest) initial price offer on a fixed price basis for the whole contract duration. Proposals should be submitted in a sealed envelope with the applicant's company stamp on the seal to AB Rwanda's Head Office located in Kiyovu, BCK building, KN 78ST 15 not later than **21<sup>st</sup> October 2024@1:pm**

Late bids will be rejected

## GENERAL INFORMATION ABOUT AB RWANDA PLC.

AB Rwanda plc is a financial institution, established in 2013 in Kigali, Rwanda. It is a member of an international network of microfinance banks providing banking services to micro, small and medium enterprises and private individuals in Africa and Asia.

## PART 1: TENDER SUMMARY

AB Rwanda plc, invites all willing IT companies/service provider to submit their proposals. The winner will sign a contract in which the work will be done.

## PART 2: BID SUBMISISON GUIDELINES

TENDER SUMMARY	
Subject of Tender	open tender for the integration and configuration of Microsoft Sentinel license
Type of contract	Integration and Configuration of Microsoft Sentinel license
Date tender launched	October 15 <sup>th</sup> -2024
Submission Deadline	October 21 <sup>st</sup> , 2024 at 1:00pm
Opening date	October 21 <sup>st</sup> , 2024 at 2:00 pm
Opening location	AB Rwanda meeting room
Inquiry contact email	<a href="mailto:procurement@abr.rw">procurement@abr.rw</a>
Deadline for Inquiries	2 days before submission deadline



### Format and contents of bid

Bidders MUST comply with the format and content instructions in the table below. Failure to comply with the submission format and content below may disqualify your offer.

<b>A. General</b>	
Procuring Entity	AB RWANDA PLC
Project	open tender for supplying, integration and configuration of Microsoft Sentinel license
Name and identification of the contract	The integration and configuration of Microsoft Sentinel license at ABR Head Office. No 2024/012
The Intended Completion Period.	1weeks
The ceiling for sub contractor's participation	30%
<b>B. Bidding Documents</b>	
<ol style="list-style-type: none"><li>1. The bidders shall provide the original or notified copy of <u>Tax clearance certificate</u> from Rwanda Revenue Authority which is valid.</li><li>2. The bidders shall provide the <u>original or notified copy of Social security fund</u> which is valid.</li><li>3. The bidders shall provide the <u>original or notified copy of certificates of good completion/Recommendation letters for similar works.</u></li><li>4. Enterprises with certificate of domestic company registration from RDB and VAT certificate for those citizen companies and the small for foreign companies Identifying that it is a company allowed to exercise the service.</li><li>5. Documents and <u>CVs of staff members who will be involved in the work.</u> The detailed CVs should be submitted with the bidding documents with a certified copy of the degrees and the exclusive availability certificate for the project</li><li>6. Fill and Sign Anti-corruption form in Annex</li></ol> <p><b>Notice: The missing or no presentation of any one of the following documents will lead automatically to the elimination of the bidder.</b></p>	
<b>C. Preparation of Bids</b>	
Language of the bid	<b>ENGLISH</b> Bidders shall not submit bids in more than one language. The Contract to be signed with the winning Bidder(s) shall be written in the language in which the bid was submitted ( <u>English language</u> ) which shall be the language that shall govern the contractual relations between the Procuring entity and the winning Bidder. A Bidder shall not sign a translated version of its Contract
Currency of the Employer	<b>RWANDAN FRANCS</b>
Time validation for bid	<b>90 DAYS</b>
<b>D. Submission of Bids</b>	

The Procuring Entity's address for the purpose of Bid submission	<p><i>Attention:</i> AB Rwanda plc</p> <p>Attention: Managing Director P.O Box 671, Kigali, Rwanda Physical location: AB Rwanda Plc., KN 78ST 15 Nyarugenge/ Kiyovu. BCK Building, 1<sup>st</sup> Floor,</p>
	The Bid to be completed and returned shall be submitted as <b>1 original and 1 copy</b>
Deadline for submission	The deadline for submission of bids shall be <b>21<sup>th</sup>October; 2024 at 1:00pm</b>
Inquiry contact email	<a href="mailto:procurement@abr.rw">procurement@abr.rw</a>
<b>E. Bid Opening and Evaluation</b>	
BID opening time and place	Meeting room of AB Rwanda plc, on 21 <sup>st</sup> October 2024 at <b>2.00pm</b>
<b>F. Award of Contract</b>	
The Payment shall be made after implementation.	
The Procedures followed by AB Rwanda Plc, in making any award and contract resulting from this Tender Package, as well as the terms and conditions of such award and contract, will be based on the AB Rwanda plc, <i>Procurement procedure</i>	

### PART 3: SUBMISSION AND HANDLING OF BIDS

- a. Bids are to be delivered by hand delivery/courier in a **sealed** envelope at the office of AB Rwanda Plc, to the submission address above.
- b. In order to be considered, the original bid must be received at the above address or number (if applicable) not later than the submission deadline. Bidders are solely responsible to ensure the timely receipt of their bids. Bids received after the date and time required will generally not be considered unless no other bids are received
- c. In order to be considered, the bid must be received at the above email address not later than the submission deadline. Bidders are solely responsible to ensure the timely receipt of their bids. Bids received after the date and time required will not be considered.  
Bids must follow the format and content described in section II.1. Incomplete bids or bids which do not follow the submission guidelines may be disqualified from consideration. Each bid must include a signed stamped one copy, valid for ninety (90) days after the Last Bid Receipt Date.
- d. Bids will be opened on the Opening Date and Location in Part 1.

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- e. Once opened, bids will be held secure and intact. Reasonable efforts will be made to protect them from loss, alteration, or disclosure to any person other than AB Rwanda plc, or any person unauthorized by AB Rwanda plc. However, AB Rwanda plc will not be liable to any bidder for any failure to comply with this Section.
- f. Bids may not be altered, corrected or withdrawn after the Last Bid Receipt Date. In exceptional cases, AB Rwanda plc may, at its sole discretion, permit correction of arithmetic errors, transposition errors, or other clerical minor mistakes. This is only possible in cases where AB Rwanda plc can clearly identify the mistake and where the intended bid can be established conclusively on the face of the submission.
- g. Beyond arithmetic errors, transposition errors, or other clerical minor mistakes, no mistakes alleged by a bidder after the Submission Deadline will be permitted to be corrected.

#### **PART 4: STANDARD PROVISIONS**

##### **V.1 Definitions and Headings**

Except as otherwise specifically provided herein, all time periods specified shall be consecutive calendar days. The term "Tender Package" refers to the entire document, including all attachments thereto. Any headings contained in the text of the Tender Package are for reference only, and do not alter, limit, or waive the content of the full provisions.

##### **V.2 Bank Guidelines and Policies**

- a. The procedures followed by AB Rwanda plc, in making any award and contract resulting from this Tender Package, as well as the terms and conditions of such award and contract, will be based on the AB Rwanda plc *Procurement Procedure*.
- b. Prospective companies providing this service should also note that a primary requisite for AB Rwanda plc is to obtain the most advantageous offer on the market. Whenever possible, bids are sought on a competitive basis, and all prices offered will be subject to detailed scrutiny and negotiation if necessary to ensure a reasonable contract price is obtained.

##### **V.3 Tender Package**

This Tender should not be considered an award or contract as it is intended solely for the provision of information to prospective suppliers.

##### **V.4 Review of Tender Package**

Prospective suppliers are solely responsible to examine carefully all of the terms and conditions of this Tender. Failure to do so will be at the prospective supplier's risk and expense, and any items requested by AB Rwanda plc, but not submitted by the bidder are grounds for disqualification from the tender.

Any ambiguities in the technical specifications and standards or inconsistencies between or among the various provisions of the Tender shall be resolved against the prospective supplier if the supplier fails to seek clarification prior to award.

### **V.5 Probity and Ethics**

In the purchasing efforts AB Rwanda plc follows, and by virtue of the submission of their bids, all bidders and suppliers commit to follow the guidelines contained in AB Rwanda plc's *Procurement procedure*.

### **V.6 Language**

All documents submitted in response to this Tender, as well as all correspondences in connection with the Tender, shall be in the language specified in Section 2.1.c the final contract will be written and signed in English.

### **V.7 Inquiries**

Inquiries concerning this Tender and bid(s) must be submitted in writing two days before the submission deadline to permit a thorough and accurate response by AB Rwanda plc, Such inquiries shall be made by email ([procurement@abr.rw](mailto:procurement@abr.rw)) AB Rwanda plc is under no obligation to consider or respond to questions that are not received in a timely manner.

### **V.8 Evaluation of Bids**

#### **A. Administrative Criteria**

The bidders must provide the following documents:

- a. Copy of Calendar Registration certificate or Certificate of Domestic Company Registration allowing the company to carry out such activity.
- b. Copy of VAT/TIN certificate if your company is registered to pay taxes.
- c. Valid original tax clearance certificate from Rwanda Revenue Authority for companies based in Rwanda.
- d. Valid original or certified copy of clearance certificate from Rwanda Social Security Funds for companies based in Rwanda.
- e. Fill and Sign Anti-corruption form

Companies that do not fulfill all aforesaid conditions will be eliminated and their bids will not be considered for the next evaluation stage.

#### **B. Technical Criteria**

- a. At least 5 Reference letters from former clients with full contact names and addresses for similar work.
- b. Detailed CVs for staff who will be in charge of implementation at the site.
- c. **Direct Licensing:** The vendor must acquire Microsoft Sentinel licenses directly from Microsoft, ensuring compliance and authenticity, rather than through third-party suppliers.

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- d. **Proven Experience:** The vendor should provide evidence of having successfully supplied Microsoft Sentinel services to reputable companies, including references or case studies.
- e. **Timely Supply:** The vendor must guarantee delivery and provisioning of licenses within four days of order confirmation to meet project timelines.
- f. **Direct Microsoft Support:** The vendor should offer direct support from Microsoft, ensuring that any issues can be resolved efficiently and effectively.
- g. **Migration Capabilities:** The vendor must have the capability to migrate all existing SIEM configurations to the new Microsoft Sentinel environment seamlessly, minimizing downtime and ensuring data integrity.
- h. **Integration with Other Systems:** The vendor should demonstrate the ability to configure the licenses for integration with various systems, such as SQL audit logs and other log sources, to ensure comprehensive monitoring and analysis.
- i. **Configuration and Integration with ARM Templates:** The vendor must be able to configure and integrate Microsoft Sentinel with Azure Resource Manager (ARM) templates to connect seamlessly with our Security Operations Center (SOC).
- j. **Training and Documentation:** The vendor should provide adequate training and documentation for staff to effectively utilize Microsoft Sentinel post-implementation.
- k. **Compliance and Security Standards:** The vendor must comply with relevant security standards and best practices, ensuring that the implementation of Microsoft Sentinel meets organizational and regulatory requirements.

### C. Financial Criteria

The financial criteria to be followed will be based on balance between the lowest price and the quality material proposed that will be most preferred after the Technical Criteria score. The overall winner will be determined after combining both Technical and Financial Scores for Companies that have been prequalified.

### V.9 Amendments

If at any time prior to award the contract AB Rwanda plc deems there to be a need for a significant modification to the terms and conditions of this Tender, AB Rwanda plc will issue such a modification as a written Tender amendment to all competing bidders using an addendum posted through all the channels used in sending out the tender package. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any Tender package term or condition, and no bidder shall rely on any such statement.

### V.10 Price Verification

If adequate competition is not achieved in the tendering process, the right is reserved for any otherwise compliant bid to be referred to AB Rwanda plc who may, at their discretion, authorize a price verification exercise to be undertaken on their behalf by an organization of their choice. In such an eventuality, the bidder will be required to give details of the services tendered for, together with details of any costing used or undertaken in preparing the bid.

### V.11 Extension of Bid Validity Dates

When necessary and appropriate under the circumstances, AB Rwanda plc may request bidders, in writing, to extend the validity period of their bids and Bid Securities (if any). A bidder may refuse to

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extend its bid; however, its bid will be disqualified. A bidder agreeing to extend will not generally be permitted or required to modify their bid in any manner other than to extend it.

#### **V.12 Rejection of Tenders**

AB Rwanda plc is not bound to accept the lowest bid and reserves the right to reject any tender in whole or in part and to reject any or all tenders without assigning any reason. Circumstances in which rejection of all bids may occur include, without limitation, to the following:

- a. None of the bids adequately responsive to the specifications;
- b. There is evidence of insufficient competition;
- c. The lowest bid exceeds the estimated value or funds available by a significant amount and cannot be reduced by negotiation.
- d. The quality of the tender is deemed insufficient.
- e. The technical or financial bases of procurement have changed materially prior to the award,
- f. The prices of the bid are obviously and clearly excessively high.

#### **V.13 Terms of Awards**

- a. All awards are subject to the availability of adequate funds from AB Rwanda plc and the receipt of all required approval from AB Rwanda plc and the indenter.
- b. Upon receipt of AB Rwanda plc, and/or the indenter's approval of the recommended award, to the extent required, AB Rwanda plc will send a Notice of Award to the winning bidder and will inform unsuccessful bidders that they have not been selected.

#### **V.14 Notification of Tender Award**

The bidder whose proposal attains the highest score, in accordance with the evaluation criteria in the present request for proposals shall be selected for award, subject to satisfactory conclusion of negotiations if deemed necessary.

The procuring entity shall notify the successful bidder of its selection results and at the same time inform other unsuccessful bidders of the decision. In the absence of a challenge by any other bidders within seven (7) days of the notice, the contract shall be signed by both parties.

#### **V.15 Delays in Performance**

If the company fails to deliver any or all services and execution of works within the period specified in the contract, liquidated damages equivalent to an amount, to be specified by the contract, between 5% of the total contract value shall be deducted from the Company's dues for each day the service is not performed. However, the liquidated damages shall not exceed 10% of the total contract sum at which point termination of the contract shall be considered.

#### **V.16 Payment Terms**

AB Rwanda plc undertakes to pay basing on the agreement with the winner of the market and this will be paid within 30 working days upon reception of an invoice. Any requested advance payment will require a security payment as a guarantee equal to the amount requested.

***We welcome your bid in this competitive process!***

***Sincerely,***

  
AB RWANDA PLC

