

ECOBANK

RFP FOR IBM INFRASTRUCTURE AND SPECTRUM SUITES MAINTENANCE SUPPORT IN AcDC and LcDc

ePROCESS

Bid Number: **05/02/2024/RFP/TECHNOLOGY OPERATIONS**

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(1) INTRODUCTION

(1.1) Invitation to Bid

Ecobank invites your organization to submit a proposal for an IBM Infrastructure and Spectrum Suites Maintenance Support in Accra and Lagos Colocation Data Centers that meets our business and technical requirements.

(1.2) Ecobank

ETI, a public limited liability company, was established as a bank holding company in 1985 and currently consists of 36 affiliated countries(affiliates) mainly on the continent of Africa. eProcess International SA (eProcess), the technology arm of ETI, hosts and manages a twin-high- availability data centers (DCs) currently located in Ghana and Nigeria, respectively. For further information, kindly visit our website at www.ecobank.com

(1.3) Scope of Bid

In support of the Invitation For Bids (IFB) indicated above, eProcess International SA,

hereinafter referred to as “the Purchaser,” issues this Bid Document for the selection of a suitable vendor (referred to as Bidder in this RFP) who will be responsible for the IBM Infrastructure and Spectrum Suites Maintenance Support in Accra and Lagos Data Centers on the specifications, requirements and terms and conditions set forth in this RFP.

(1.4) Clarification of Bid Documents

A prospective Bidder requiring any clarification of the Bid Document shall contact the Purchaser in writing at all_epiacc_procurement@ecobank.com . The Purchaser shall forward copies of its response to all those who have acquired the Bid Document directly from it, including a description of the inquiry but without identifying its source. Should the Purchaser deem it necessary to amend the Bid Document as a result of a clarification, it shall do so through an addendum.

(1.5) Amendment of Bid Documents

At any time prior to the deadline for submission of Bids, the Purchaser may amend the Bid Documents by issuing addenda. Any addendum issued shall be part of the Bid Documents and shall be communicated in writing to all who have obtained the Bid Documents directly from the Purchaser. To give Bidders reasonable time to take an addendum into account in preparing their Bids, the Purchaser may, at its discretion, extend the deadline for the submission of Bids.

Preparation of Bids

(1.6.1) Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

(1.6.2) Withholding Taxes

The bidder shall bear all the applicable withholding taxes as per the laws of the Republic of

Ghana. You may refer to the link below for further clarification on the WHT.

Refer to the links below;

(i) Link to WHT rates (Non-Residents and Residents, etc)

<https://gra.gov.gh/wp-content/uploads/2020/09/WHT-TAX- CODES DESCRIPTION-AND-RATES 2015.pdf>

(ii) List of Countries that have double taxation agreement with the Republic of Ghana

<https://gra.gov.gh/double-taxation-agreements/>

(1.7) Language of Bid

The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into English, in which case, for purposes of interpretation of the Bid, such translation shall govern. Information supplied in any language other than the language of the bid without the proper translation shall be rejected.

(1.8) Bid Prices

The Bidder shall identify and express the prices of the proposed Products and Related Services in the Price Schedules and in the Bid Form in accordance with the instructions therein and the requirements specified below.

All items in the Required Products and Services Schedules in the Schedule of Supply must be listed and priced separately in the appropriate Price Schedules in accordance with the General Instructions for the Bid Forms, using separate Price Schedules for each lot. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Items not listed in the Price Schedule shall be assumed to be not included in the bid and, provided that the bid is substantially responsive, the corresponding adjustment shall be applied.

(1.9) Currencies of Bid

Proposal Prices shall be quoted in US Dollars.

(1.10) Technical Proposal

This shall comply with the Technical Requirements – refer to Section 2.2

(1.11) Period of Validity of Bids

Bids shall remain valid for 90 days after the Bid submission deadline date prescribed by the Purchaser. A Bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

(1.12) Submission and Opening of Bids

(1.12.1) Marking of Bids and Number of Copies

The Bidders shall submit their proposals via email to all_epiaccc_procurement@ecobank.com. Documents/proposals may be Zipped (up to 5MB, No Win RAR file) emailed or shared via link through Microsoft One Drive ONLY. The Electronic files should be free from virus and not corrupted.

Unless specified otherwise files format shall be PDF. Electronic messages must contain the subject indicated on the solicitation documents, failing and/or incorrectly stating the subject of email may result in failing to exactly locate Bidder's proposal and the Purchaser will not be liable for any consequences.

Financial files only should be protected by password. Password must not be provided to PURCHASER until the date and time of Financial Bid Opening.

- Proposal shall be addressed to eProcess using below address:

RFP FOR IBM INFRASTRUCTURE AND SPECTRUM SUITES MAINTENANCE

SUPPORT IN AcDC and LcDc - ePROCESS eProcess International S.A.

3rd Floor Reception

Ecobank Ghana HO

2 Morocco Lane, Off Independence Avenue

Accra, Ghana.

- (i) Unless advised by us, kindly note that submission of physical copies of proposals will not be considered, only proposals submitted via email as per the instructions above will be taken into consideration.
- (ii) The Purchaser may, at its discretion, extend the deadline for the submission of Bids by amending the Bid Document in which case, all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.
- (iii) All responses and supporting documentation shall become the property of eProcess and will not be returned.
- (iv) eProcess ultimately reserves the right throughout this process to select any servicing option that best meets its business requirements and to hold discussions with any and all respondents.
- (v) You must agree to the following conditions if you choose to respond to eProcess regarding this RFP:
 - (a) Neither the issuance of this RFP nor receipt of proposals represents a commitment on the part of eProcess, or any office within the eProcess.
 - (b) eProcess will not be responsible for, or in any way liable for, any costs incurred by vendors in the preparation of any responses or presentations relating to this RFP.

This document is provided for the exclusive use of participating vendors and copies shall not be made available to any other party, without written consent from eProcess. Both vendors and eProcess acknowledge that they may come in contact with non-public information, which is considered confidential or proprietary to the other, including this document itself. Each party agrees not to use such information for its own benefit or allow it to be.

(vii) Released to or used by others. Each party agrees to exercise reasonable care to prevent disclosure to any third party.

(viii) Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other.

(ix) Vendors need to respond in a format that refers to the following sections and numbered items and must specifically address each and every request for information contained herein. If you are unable to comply with any information requested, an explanation must be provided as part of the response.

(x) The subject of vendor's mail shall be "RFP FOR IBM INFRASTRUCTURE AND SPECTRUM SUITES MAINTENANCE SUPPORT IN AcDC and LcDc - ePROCESS"

(1.13) Late Bids

The Purchaser shall not consider any Bid that arrives after the deadline for submission of Bids. Any Bid received by the Purchaser after the deadline for submission of Bids shall be declared late and rejected.

(1.14) Withdrawal and Modification of Bids

A Bidder may modify or withdraw its bid after submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the deadline prescribed for submission of bids. No bid may be modified after the deadline for submission of bids.

(1.15) RFP Timetable

Event	Date
Deadline for Vendor's Request for Clarification	7 Mar 2024
Deadline for Vendor's Proposal Submission	14 March 2024 on or before 17.00GMT

ATTACHMENTS

[RFP FOR IBM INFRASTRUCTURE & SPECTRUM SUITES MAINTENANCE AND SUPPORT
- ACCRA AND LAGOS DC](#)

[Vendor Information Security Questionnaire](#)

[NDA](#)

[InfoSec Questionnaire1 - ePROCESS](#)

[eProcess Response Sheet](#)