



**REQUEST FOR QUOTATION (RFQ)
(Goods)**

**Title: SUPPLY, INSTALLATION, CONFIGURATION, MAINTENANCE OF BACKUP
AND DISASTER RECOVERY SOLUTION TO RWANDA METEOROLOGY AGENCY**

NAME & ADDRESS OF FIRM	DATE: September 23, 2020
	REFERENCE: RFQ/UNDP/RWA/2020/045

Dear Sir / Madam:

We kindly request you to submit your quotation for SUPPLY, INSTALLATION, CONFIGURATION, MAINTENANCE OF BACKUP AND DISASTER RECOVERY SOLUTION TO RWANDA METEOROLOGY AGENCY, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **October 6, 2020** and via (choose appropriate box) e-mail, courier mail or facsimile to the address below:

United Nations Development Programme
KN 67 Street No 4; P.O Box 445, Kigali
Attn: Head of Procurement Unit,
By email address at offers.rw@undp.org
Time: 12h00 PM Kigali Rwanda local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

Varsha Redkar-Palepu
Deputy Resident Representative
September 23, 2020

Quotations submitted by email must be limited to a maximum of *[indicate size]*MB, virus-free and no more than *[indicate number]*email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s: *[check the condition that applies to this RFQ, delete the entire row if condition is not applicable to the goods being procured]*

Delivery Terms [INCOTERMS 2020] <i>(Pls. link this to price schedule)</i>	<input type="checkbox"/> FCA <input type="checkbox"/> CPT <input checked="" type="checkbox"/> CIP <input checked="" type="checkbox"/> DAP <input type="checkbox"/> Other <i>[pls. specify]</i>	
Customs clearance ¹ , if needed, shall be done by:	<input type="checkbox"/> UNDP <input type="checkbox"/> Supplier/Offeror <input type="checkbox"/> Freight Forwarder	
Exact Address/es of Delivery Location/s <i>(identify all, if multiple)</i>	Rwanda Meteorology Agency Kigali	
UNDP Preferred Freight Forwarder, if any ²	Click here to enter text.	
Distribution of shipping documents <i>(if using freight forwarder)</i>	Click here to enter text.	
Latest Expected Delivery Date and Time <i>(if delivery time exceeds this, quote may be rejected by UNDP)</i>	<input checked="" type="checkbox"/> 30 days from the issuance of the Purchase Order (PO) <input type="checkbox"/> As per Delivery Schedule attached <i>[if delivery will be staggered]</i> Time : <i>[pls. indicate]</i> Time Zone of Reference : <i>[pls. indicate]</i>	
Delivery Schedule	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required	
Packing Requirements		
	<input type="checkbox"/> AIR	<input type="checkbox"/> LAND

¹ Must be linked to [INCO Terms 2020](#) chosen.

² Depends on [INCO Terms 2020](#). The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

Mode of Transport	<input type="checkbox"/> SEA	<input type="checkbox"/> OTHER [pls. specify]
Preferred Currency of Quotation ³	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency : RWF	
Value Added Tax on Price Quotation ⁴	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes	
After-sales services required	<input checked="" type="checkbox"/> Warranty on Parts and Labor for minimum period of Click to type <input checked="" type="checkbox"/> Technical Support <input checked="" type="checkbox"/> Provision of Service Unit when pulled out for maintenance/ repair <input type="checkbox"/> Others [pls. specify]	
Deadline for the Submission of Quotation	COB, <i>Tuesday, October 06, 2020 and 12 pm Rwandan Time</i>	
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others [pls. specify, including dialects, if needed]	
Documents to be submitted ⁵	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input type="checkbox"/> A statement whether any import or export licenses are required in respect of the goods to be purchased including any restrictions on the country of origin, use/dual use nature of goods or services, including and disposition to end users; <input type="checkbox"/> Confirmation that licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should the quotation be selected; <input type="checkbox"/> Quality Certificates (ISO, etc.); <input checked="" type="checkbox"/> Latest Business Registration Certificate ; <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / RRA -Tax Clearance; <input type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer); <input type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied ; <input type="checkbox"/> Complete documentation, information and declaration of any goods classified or may be classified as "Dangerous Goods". <input type="checkbox"/> Patent Registration Certificates (if any of technologies submitted in the quotation is patented by the Supplier);	

³ Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

⁴ This must be reconciled with the [INCO Terms 2020](#) required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

⁵ First 2 items in this list are mandatory for the supply of imported goods

	<input type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> Others 3 certificates of similar works completed; implementation plan, software licenses, technical expertise in the area
Period of Validity of Quotes starting the Submission Date	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms ⁶	<input checked="" type="checkbox"/> 100% upon complete delivery of goods <input type="checkbox"/> Others <i>[pls. specify]</i>
Liquidated Damages	<input type="checkbox"/> Will not be imposed <input checked="" type="checkbox"/> Will be imposed under the following conditions : Percentage of contract price per day of delay : _____ Max. no. of days of delay : 60 After which UNDP may terminate the contract.
Evaluation Criteria <i>[check as many as applicable]</i>	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price ⁷ Comprehensiveness of after-sales services <input type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions <i>[this is a mandatory criteria and cannot be deleted regardless of the nature of services required]</i> <input type="checkbox"/> Earliest Delivery / Shortest Lead Time ⁸ <input type="checkbox"/> Others <i>[pls. specify]</i>

⁶ UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.





⁷ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

⁸ This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).

UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier <input type="checkbox"/> One or more Supplier, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Suppliers]</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement ⁹ and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Other Type/s of Contract <i>[pls. specify]</i>
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Special conditions of Contract	<input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 60 days <input type="checkbox"/> Others <i>[pls. specify]</i>
Conditions for Release of Payment	Passing Inspection <i>[specify method, if possible]</i> Complete Installation <input checked="" type="checkbox"/> Passing all Testing <i>[specify standard, if possible]</i> <input checked="" type="checkbox"/> Completion of Training on Operation and Maintenance <i>[specify no. of trainees, and location of training, if possible]</i> <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements <input type="checkbox"/> Others <i>[pls. specify]</i>
Annexes to this RFQ ¹⁰	<input checked="" type="checkbox"/> Specifications of the Goods Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions <input type="checkbox"/> Others <i>[pls. specify, if any]</i> Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.

⁹ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

¹⁰ Where the information is available in the web, a URL for the information may simply be provided.

<p>Contact Person for Inquiries (Written inquiries only)¹¹</p>	<p>Hyesu Yoon</p> <p>Programme Analyst, Env. & DRR</p> <p>Sustainable Growth Unit</p> <p>United Nations Development Programme</p> <p>4KN67St, P.O BOX 445, Kigali, Rwanda</p> <p>hyesu.yoon@undp.org</p> <p>Tel: +250 788 122 435</p> <p>Cell: +250 782 752 107</p> <p>Skype: Hyesu.yoon</p> <p>www.undp.org.rw Follow us:    </p> <p><i>Please consider the environment before printing this email.</i></p>
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Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

¹¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<https://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html>

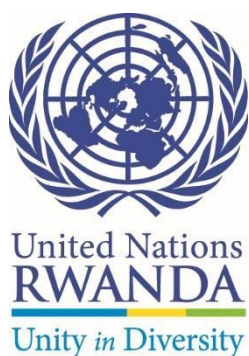
UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link: <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>

Thank you and we look forward to receiving your quotation.

Sincerely yours,
Varsha Redkar-Palepu
Deputy Resident Representative
September 23, 2020

Technical Specifications



TERMS OF REFERENCES FOR SUPPLY, INSTALLATION, CONFIGURATION, MAINTENANCE OF BACKUP AND DISASTER RECOVERY SOLUTION

Job Title:	Supply, installation, configuration, maintenance of backup, disaster recovery solution
Category:	Climate change & Meteorology
Duty Station:	Kigali, Rwanda
Type of contract:	Supply, installation, configuration, maintenance of backup, disaster recovery solution and laptops
Expected starting date:	

Duration of assignment:	60 Days
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Objective

The objective of this assignment is to provide a comprehensive protection of the Rwanda Meteorology Agency's data to ensure always availability of data and ease of recovery in case of IT systems breakdown or natural disasters through provision of onsite backup and remote disaster recovery site.

Scope of Work

➤ This assignment will include the requirements gathering, analysis, design, Installation, implementation, training and maintenance. It is expected that the consultant Firm will provide the progress report at various stages of the assignment as follows:

- Requirements gathering and analysis.
- Design and installation.
- Implementation and training for IT staff.

Corrective measures will be taken from the issues raised and feedback collected from the various meetings with IT Department that will be organised at the end of each stage.

- The consultant Firm will work closely with System Administrator from the beginning to end, to analyse, identify and define the type, quantity and quality of services/processes that should be efficient to achieve seamless data backup, replication and recovery.
- Describe the new design and installation procedures of the optimised data backup, replication and restoration.
- Install and configure supplied servers and software to achieve 3 copies of data (1 primary copy and 2 **backups**) with one copy off-site for disaster recovery.
- Test the data recovery from backup and the integrity of backup data.
- Test the fail-over to the disaster recovery site and fail-back to the primary datacenter.
- 1-year post implementation maintenance.

- Provide comprehensive documentation of the backup and disaster recovery configuration for further troubleshooting and maintenance.

Responsibilities of the Client and the Consulting firm

- The Client will introduce the existing datacenter structure and diagram with all important configurations to the Consulting firm for better design and implementation of the project.
- The client will avail the right IT staff to work closely with consulting firm during the lifecycle of the project.
- The Consulting firm will be fully responsible for the assignment from beginning to end of project including but not limited to logistical and transportation facilitation of its staff.

Reporting Requirements

The Consulting Firm will report to the Division Manager of TISS of Rwanda Meteorology Agency.

The following reports will be delivered to Meteorology office;

- Inception Report including the methodology and description of subsystems that will be used to implement the backup and disaster recovery solution
- Progress Reports
- Draft Report
- Final Report

The Consulting firm will also have regular meetings and present the progress status of the system at various stages to the Division of TISS staff of Rwanda Meteorology Agency.

Qualifications and Competences

The Consulting firm must have a minimum of 3 years of experience and capabilities in the field of data backup and disaster recovery site configuration, network infrastructure configuration and administration, and also an in-depth knowledge and understanding of Information and Communication Technologies.

The Consulting firm shall provide a brief summary of proven experience and capabilities in configuring VEEAM, VMware, servers and network systems of similar nature, size and scope. The key staff must possess a minimum of a bachelor's degree in a relevant IT

field and valid professional certifications in the relevant areas with a minimum of three years of relevant experience and should also possess the following competences:

- Strong skill level with network design, implementation and rule sets.
- Internationally recognised VMware VCP certification.
- Internationally recognised Cisco CCNP Security certification.
- Ability to manage multiple projects and tasks simultaneously while meeting deadlines.
- Excellent verbal and written communication skills.

The key staff must have strong managerial and communication skills and a record of achieving results and must be fluent in English or French with a working knowledge of the other languages.

Responsibilities of the Client and the Consulting firm

- The Client will introduce the existing datacenter structure and diagram with all important configurations to the Consulting firm for better design and implementation of the project.
- The client will avail the right IT staff to work closely with consulting firm during the lifecycle of the project.
- The Consulting firm will be fully responsible for the assignment from beginning to end of project including but not limited to logistical and transportation facilitation of its staff.

Contracting Terms and Duration of the Assignment

- This assignment is payment-based contract for the assignment period.
- The Consulting firm is expected to complete the assignment within sixty (60) days after contract signature.
- After the final hand-over of the system, the Consulting firm shall provide ongoing support maintenance of the backup and disaster recovery solution for at least one year.

8. Detailed technical specification

➤ Server

Attribute	Specification
Form-factor	2U rack mount
Processor	two Intel Xeon Gen 2 8 cores 85W @ 2.2 Ghz
chipset	Intel C622.
memory	64GB with 4 x 16GB 2666 Mhz
Drive bays	12 LFF SAS hot-swap drive bays
Drive types	3.5-inch hot-swap drives: 12 Gbps NL SAS HDDs up to 16 TB Internal M.2 SSDs: 6 Gbps SATA up to 480 GB
Internal storage capacity	6x 12 Gbps NL SAS 12TB 3.5" HDDs Internal M.2 SSDs: 6 Gbps SATA 240 GB
Storage controller	12 Gbps SAS RAID 0/1/10/5/50/6/60: RAID 0/1/10/5/50/6/60: RAID 930-16i 4GB
Network interfaces	2x Integrated 1 GbE RJ-45 ports additional 1/10 Gb Ethernet ports: 2x 10 GbE RJ-45 ports
Cooling	Four (two processors) non-hot-swap system fans with N+1 redundancy.
Power supply	two redundant hot-swap 750 W (100 - 240 V) High Efficiency Platinum
Operating system support	Microsoft Windows Server 2016 and 2019; Red Hat Enterprise Linux 7 and 8; SUSE Linux Enterprise Server 12 and 15; VMware vSphere (ESXi) 6.5, 6.7, and 7.0.
Warranty	three-year (7X04) customer-replaceable unit (CRU) and onsite limited warranty with 9x5 Next Business Day Parts Delivered.
Operating system license	Microsoft Windows Server 2019 Standard

- Disks and memory upgrade for the existing servers HP DL360 G9 by 6 x 12Gbps
7.68TB SAS disks configured in RAID5
and 4 x 16GB RDIMM memory modules.
- VMware vSphere ESXi 7.0 Enterprise plus – 2 processor license
- Basic support and subscription for the above VMware vSphere ESXi 7.0 Enterprise Plus license – 2 processor, 3 years
- VEEAM Backup Essentials – 20 instances license with 3-year Production 24/7 support.

Administrative requirements

- VMware partnership certificate
- Veeam partnership certificate

Experience

- Proof of similar works proven by 2 certificates of good completion from reputable institutions
- 2 CVs and certification of engineers with experience on VMware and VEEAM and Cisco network technologies.

Offer

No	Item	Quantity	Unit Price	Total Price
1	<i>Server</i>	1		
2	<i>Disks and Memory upgrade</i>			
3	<i>VMware VSphere</i>	1		
4	<i>VEEAM Backup Essentials:</i>	20		
5	Installation and configuration			
	TOTAL			

Annex 2

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹²

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery¹³)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. _____:

TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price	Total Price per Item
	<i>Server</i>	1			
	<i>Disks and Memory upgrade</i>	1			
	<i>VMware VSphere</i>				
	<i>VEEAM Backup Essentials:</i>	20			
	Installation and configuration				
	Total Prices of Goods¹⁴				
	Add : Cost of Transportation				
	Add : Cost of Insurance				
	Add : Other Charges (pls. specify)				
	Total Final and All-Inclusive Price Quotation				

TABLE 2 : Estimated Operating Costs (if applicable)

¹² This serves as a guide to the Supplier in preparing the quotation and price schedule.

¹³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

¹⁴ Pricing of goods should be consistent with the [INCO Terms 2020](#) indicated in the RFQ

List of Consumable Item/s (Include fast moving parts, if any)	Estimated Average Consumption	Unit of Measure	Unit Price	Total Price per Item

TABLE 3 : Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time			
Estimated weight/volume/dimension of the Consignment:			
Country/ies Of Origin ¹⁵ :			
Warranty and After-Sales Requirements			
a) Training on Operations and Maintenance			
b) Minimum one (1) year warranty on both parts and labor			
c) Service Unit to be Provided when the Purchased Unit is Under Repair			
d) Brand new replacement if Purchased Unit is beyond repair			
e) Others			
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			
Other requirements [<i>pls. specify</i>]			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

¹⁵ *If the country of origin requires Export License for the goods being procured, or other relevant documents that the country of destination may require, the supplier must submit them to UNDP if awarded the PO/contract.*

[Name and Signature of the Supplier's Authorized Person]
[Designation]
[Date]