



**Prime Bank**

P U T T I N G   Y O U   F I R S T

# REQUEST FOR PROPOSAL

---

**PROVISION AND IMPLEMENTATION OF  
SD-WAN SOLUTION**

**TENDER REF: RFP-**

**Release Date: 01/08/2024**

**Last Date for Receipt of bids: 19/08/2024**

RFP – PROVISION OF SD-WAN Solution



# Table of Contents

- 1.0 EXPRESSION OF INTENT TO PARTICIPATE IN TENDER ..... 4
- 2.0 INTRODUCTION ..... 4
  - 1.0 Purpose of the Tender ..... 4
  - 1.1 Acknowledgement of Bidding Documents ..... 4
  - 1.2 Point of Contact ..... 5
- 3.0 ABOUT PRIME BANK ..... 5
  - 2.1 Organization Profile ..... 5
  - 2.2 PBL Vision ..... 5
  - 2.3 PBL Mission ..... 5
- 3.0 OVERVIEW OF THE PROPOSAL ..... 6
  - 3.1 Overview ..... 6
  - 3.2 Scope of Solution ..... 6
  - 3.3 Similar Project experience of the Implementation Partner ..... 8
  - 3.4 Details of implementation and Supporting Team ..... 9
- 4.0 BIDDER SHOULD PROVIDE AT LEAST 3 ENGINEER’S QUALIFICATION IN THE FOLLOWING FORMAT. .... 10
  - 4.1 Delivery of Goods ..... 10
  - 4.2 Installation, Configuration, Hardware maintenance & Financial Proposal ..... 10
  - 4.3 Financial Proposal ..... 12
  - 4.4 Cost of Maintenance / Service-level Agreement for on-site support ..... 12
  - 4.4 Warranty ..... 12
  - 4.5 Present Network Architecture ..... 13
  - 4.6 Expected Solution ..... 13
- 5.0 FORMATS OF RESPONSE TO TENDER ..... 23
  - 5.1 information to be provided by bidders ..... 23
  - 5.2 General Information about the firm ..... 23
  - 5.3 Organization of the firm ..... 24
  - 5.4 Reference Sites ..... 24
  - 5.5 Particulars of the Project Deliverables ..... 24
  - 5.6 Bid Preparation and Submission ..... 24
- 6. GENERAL CONDITIONS OF CONTRACT ..... 25
  - 6.1 Introduction ..... 25
  - 6.2 Award of Contract ..... 25
  - 6.3 Tender Cancellation ..... 25
  - 6.4 Bid Validity Period ..... 25
  - 6.5 Non-variation of Costs ..... 25
- 7.0 GOVERNING LANGUAGE ..... 26
  - 7.1 Applicable Law ..... 26



7.2 Successful Bidder’s Obligations .....	26
7.3 PAYMENT TERMS .....	27
<b>8 PBL SUPPLIER CODE OF CONDUCT.....</b>	<b>27</b>
8.1 General.....	27
8.2 Provisions.....	27
8.2.1 Bribes .....	28
8.2.2 Gifts and other business courtesies .....	28
8.2.3 Conflicts of Interest.....	28
8.2.4 Licenses and Returns .....	28
8.3 Violations.....	28
<b>9.0 PERFORMANCE GUARANTEE.....</b>	<b>29</b>
<b>10. ANNEXURES .....</b>	<b>30</b>
Annexure 1 – Manufacture Authorization Form.....	31
Annexure 2 - Bidder Assurance .....	32
Annexure 3 - Service Support Guarantee .....	33
Annexure 4 - Bid Form .....	34
Annexure 5 - Deviations to terms and conditions of the RFP.....	35
Annexure 6 - Conformity Letter .....	36
Annexure 7 - Conformity with Hardcopy Letter.....	37
Annexure 8 - Project Team .....	38
Annexure 9 - Performance Guarantee.....	39
Annexure 10 - Technical Bid and Technical BoM .....	40
Annexure 11 – Commercial bid proposal .....	41
12 Annexure- Proposed Branch, ATM and CDM locations .....	43
Branch locations: .....	43
ATM Locations.....	44
CDM Locations.....	44

## 1.0 EXPRESSION OF INTENT TO PARTICIPATE IN TENDER

This form is to be completed on receipt of the tender document from Prime Bank Limited (PBL).

This page is to be completed immediately and scan copy in PDF format e-mailed to **RFP\_IT@primebank.co.ke**. The data contained in this form will be used to send out any addenda that may arise. Firms that do not register their interest by completing this form may not be sent addenda that may arise.

Name of the firm's representative completing this form:

Name of the firm's representative completing this form:					
Address:		Tel No:		Email Address:	
Signature:			Date:		
Signed by (Name):			Position in Firm:		

## 2.0 INTRODUCTION

### 1.0 Purpose of the Tender

The Prime Bank Limited ("PBL") invites qualified firms to submit their proposals for the Provision and implementation of SD-WAN (Software defines wide area network).

This Request for Proposal (RFP) is being made available to interested service providers on a restricted tender basis. This document is intended to provide vendors with sufficient understanding of the PBL's requirements to enable them to respond.

For the purposes of the RFP, it is necessary to disclose information in this document, and its schedules, which is considered confidential and should therefore not be used (otherwise other than in furtherance of this tender) or disclosed to any third party without explicit prior written consent of PBL.

PBL on its part also acknowledges that it is requesting through this RFP for information that is confidential and therefore commits in equal terms to reciprocal confidentiality.

### 1.1 Acknowledgement of Bidding Documents

PBL invites proposals for implementation of SD-WAN. Within five (5) working days of receipt of the RFP, the Bidder is required to acknowledge receipt of the RFP, and notify his intention to submit a bid by email to **RFP\_IT@primebank.co.ke**. The mail will include the signed registration template.

Working days are defined as being any day of the week between Monday and Friday (0800 – 1700 Hrs.) excluding weekends and gazette public holidays in the Republic of Kenya).

Failure to do so shall be perceived as an intention not to submit a bid and the Bidder will be eliminated from the bid process, and required to destroy the RFP document in keeping with confidentiality requirements.

### 1.2 Point of Contact

All enquiries or correspondence concerning the details of this tender should be addressed, in the first instance by e-mail to: **RFP\_IT@primebank.co.ke** The subject on the email should be "**RFP\_SDWAN\_PROPOSAL**"

- All responses from PBL to the Bidder shall be channeled through the IT department using the e-mail address **RFP\_IT@primebank.co.ke** .
- It is the responsibility of the Bidder to obtain any further information required to complete this RFP.
- Any clarification request and their associated response will be circulated to all Bidders.
- All clarifications must be sought at the latest 3 days prior to the close of the RFP.

## 3.0 ABOUT PRIME BANK

### 2.1 Organization Profile

Prime Bank Ltd is one of the leading private banks in Kenya and was founded in 1992. Serving its customers for over 30 years, with a network of 26 branches, Prime Bank has the expertise to deliver flexible, efficient and personalized services. Over the years, the Bank has developed its business interests in other African countries such as Malawi, Botswana, Mozambique, Zambia, and in Zimbabwe where it recently acquired Barclays Bank of Zimbabwe through its associate bank First Capital Bank. In 2017, the group acquired 80.72% shareholding of Tausi Assurance Limited. For more information, please visit [primebank.co.ke](http://primebank.co.ke)

### 2.2 PBL Vision

To be the financial service provider of first choice.

### 2.3 PBL Mission

To provide quality and acceptable personalized financial services to our customers while observing compliance, growth and shareholder value.

### 3.0 OVERVIEW OF THE PROPOSAL

#### 3.1 Overview

Prime Bank Limited is currently looking to Implement SD-WAN across all its branches and third-party connections.

#### 3.2 Scope of Solution

The scope of this RFP is for Supply, installation & maintenance of a comprehensive SD WAN (Software

Define Wide Area Network) solution and seamless integration with the existing Prime Bank Network Architecture.

The proposal shall include:

- **SD-WAN (Software Defined Wide area network) Solution need to implemented across Primary site, Disaster recovers site DR (Data Center) and in all of the Prime Bank Branches and offsite Sites Network with a mixture of MPLS, Broadband and LTE.**

Prime Bank intends to procure the solution for SD-WAN with the following terms

- **The devices should have comprehensive onsite support for a period of 5 years from the date Of acceptance given to the Bidder.**
- **The equipment quoted by bidder should not be declared as End of life (EOL) or End of Sale (EOS) by the OEM (Original Equipment Manufacturer) at the time of bidding RFP & also it Should not become EOL (End of Life) during first 5 years and in case OEM status does Change, then the bidder should upgrade/replace the same free of charge.**
- The bidder should migrate to new setup with no/minimum possible downtime.
- The bidder should provide OEM product training & OEM Certifications for 5 persons.
- **The bidder should submit the solution architecture with the entire components, and this should Include detailed description about the solution including the architecture diagram.**

- **The bidder should responsible for implementing the SD-WAN solution across all branch locations and Primary and DR sites without any impact for the business operations.**
- The bidder should submit the OEM/Manufacturer Authorization Letter.
- The bidder should clearly mention any pre-requirements that need to be fulfilled by The Bank in order to eliminate dependencies.
- The bidder should submit bill of material (without finance) including all the part numbers and Quantities in the table format along with the Technical Proposal. The line items on the bill of material that is submitted with the technical proposal should exactly match with the Bill of material in the Finance Proposal.
- The bidder shall submit the project plan and ensure to meet the banks existing Network Architectures.
- The bidder should submit at least 1 similar (same proposed product) projects experience during the Last 2 years according to the table provided "Similar Project experiences of the Implementation Partner"
- The bidder should submit atleast 3 Engineers qualification according to the table provided in section
- The Bidder should have the facility to maintain the SD-WAN Solution related Hardware /Software component and devices supplied to Bank and provide the service 24x7 support on Receipt of complaint from the Bank immediately as requested.
- Prime Bank reserves the right to accept or reject, in full or in part, any or all the offers without Assigning any reason whatsoever.
- Proposals which fail to address each of the eligibility requirements above and described In (Technical Requirement), may be deemed non-responsive and will not be further considered.
- **The selected bidder shall appoint a single point of contact, with whom the Bank will deal with, for any activity pertaining to the requirements of this RFP.**
- The bidder should have the facility to maintain the SD-WAN solution related hardware/software component and devices supplied to the Bank and provide the service 24/7 support on receipt of complaint from the Bank immediately as requested
- Centralized management and orchestration
- Training and support
- Integration with the existing systems

Note that responses to questions must be specifically answered within the context of the submitted proposal.

The Bank's evaluation team will not refer to a designated web site, brochure, or other location for the requested information. Responses that utilize references to external materials as an answer will be considered non-responsive.

Project Reference - 1	
Contact Person Name	
E-Mail Address	
Contact Number 01	
Project Reference - 2	
Contact Person Name	
E-Mail Address	
Contact Number 01	

### 3.3 Similar Project experience of the Implementation Partner

Bidder should provide the SD-WAN Solution implementation related past project experience with reference in following format. The bidder should have completed at least 1 similar project during the last 2 years **preferably in Kenya.** All the project should be local implementations.

CONFIDENTIAL



### 3.4 Details of implementation and Supporting Team

Project Experience -*			
Company Name			
Industry	Bank /Finance /Others		
Detail Project Description	< Detail about the Project >		
Project time period / implemented Date			
Type of Network devices used in this project	SD WAN Models	Yes/No	
Technology implemented in the project	Service Provider Links ( MPLS / Broadband) Encryption from PR-DC to Branches & Branches to PR-DC	Yes/No	
	Service Provider Links ( MPLS / Broadband) Encryption from PR-DC to DR-DC	Yes/No	
	Service Provider Links (MPLS / Broadband) Encryption from DR-DC to Branch network.	Yes/No	
	Dual Link utilization and Failover	Yes/No	
	QoS and Traffic shaping	Yes/No	
	Implement customized rules	Yes/No	
	Link Bandwidth	<256KB/512KB/1M, etc...>	
	Number of branches	< Qty >	
Other relevant information about the project			
Names and role of technical team Members	1. 2. 3.		

Bidders must have qualified and skilled engineers (at least 3 Engineers) for SD-WAN maintenance & repair and be able to support 24 x 7 onsite service, please submit their certification details along with past experience.

Details of implementations should be state here.

4.0 BIDDER SHOULD PROVIDE AT LEAST 3 ENGINEER'S QUALIFICATION IN THE FOLLOWING FORMAT.

Technical Staff Experience - #			
Full Name			
	Postgraduate level		
Professional Qualification	Proposed SD WAN Product related Certification & awarded date		
	Other SD-WAN/ WAN Product related Certification & awarded date		
	Other network and Security related Certifications		
Number of years of Experience in Network & Security Fields			

#### 4.1 Delivery of Goods

After issuing the PO, all related devices with applications should be delivered to the H/O IT Stores. After the condition, specification and accessories of the relevant equipment are checked and verified by the bank's technical team. Then, vendor should deliver goods to the relevant branch locations.

#### 4.2 Installation, Configuration, Hardware maintenance & Financial Proposal

- The Bank is expecting to complete the process of supplying of the relevant equipment with all accessories within 6 weeks of acceptance of Purchase Order.
- All required Hardware, Software, drivers, cables, rack mount kits, media and manuals etc., should be supplied.
- Bidder should maintain adequate stock of spare parts and Additional SD-WAN appliances at the vendor's regional offices to fulfill the bank's requirement.
- The bidder shall be responsible for delivery, installation of all Hardware appliances and software components and related devices and making them fully operational at Head-Office Data center and DR Data center and all THE Bank Branches within 30 working days from the date issuing of delivery instructions.
- In case the Bank wants the equipment to be shifted to a location other than the originally indicated location, the vendor should do the necessary configuration

changes in the equipment suitable to the new location and install the same at the new location without any additional cost to the bank.

- Vendor should visit the equipment location once in six months and submit a health check report to The Bank IT department.
- The Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between hardware/Peripheral units and connecting to power supplies.
- The bidder will test all operations and accomplish all adjustments necessary for successful and continuous operation of the mentioned SD-WAN Appliance at all installation sites.
- In case there is a malfunction or failure of the device, bidder should be responsible to replace the SD-WAN Appliance without any additional cost to the bank.
- Bidder should deploy total solution at primary and DR Data centers and across all the branches on island wide. The project should be completed within the agreed project time line between vendor and THE Bank, if any delay, 3% penalty from total budget will be applicable.
  - The bidder should submit a general description of the techniques, approaches and methods to be used in completing the project.
  - The Bidder will assume total responsibility for the fault free operation of hardware and maintenance during the warranty for a total duration of six years.
- The SD-WAN Appliance which is removed for repairs from Head Office/DR Data Center or branch office require being returned to the respective locations and are prohibited from being given as replacements for another SD WAN Appliance. The SD WAN Appliance which is taken to repair should be handed over to the relevant location with all accessories/original configurations. IT department of the Bank will be strictly monitoring this.
- **On lodgment of complaint, service should be provided and rectification of reported problem immediately. In case any part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required part is replaced or Standby equipment is provided in place of defective equipment immediately by evaluating the time chart given below.**

#### 4.3 Financial Proposal

SNO	PART NO	ITEM DESCRIPTION	QTY	UNIT PRICE (USD)	TOTAL PRICE (USD)
<b>SUB TOTAL</b>					
<b>VAT</b>					
<b>TOTAL</b>					

#### 4.4 Cost of Maintenance / Service-level Agreement for on-site support

Please indicate the AMC (annual maintains cost including any applicable license costs) for the SD-WAN solution in the table below for the next 6 years. The AMC should cover all the applicable cost including warranty on all hardware, Software and all accessories, Local Support and subscription license.

YEAR	Percentage (%)	Warranty Status /AMC COST
1 <sup>st</sup> YEAR		
2 <sup>nd</sup> YEAR		
3 <sup>rd</sup> YEAR		
4 <sup>th</sup> YEAR		
5 <sup>th</sup> YEAR		

#### 4.4 Warranty

- The offer for the SD-WAN solution should include a minimum comprehensive onsite warranty of three years with license from the date of installation and acceptance of the system by the Bank. Bidder is expected to provide AMC for the 4<sup>th</sup>, 5<sup>th</sup> Year after the expiry of warranty period.
- Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades. Bidder should update and maintain all supplied equipment to correctly reflect actual state of the setup and should maintain the latest stable version of the
- Software/ Operating system at any point in time during the warranty period and AMC.
- Bidders should cover all parts and accessories of SD-WAN solution and related Hardware Appliance and Software during the warranty and AMC period.
- In case of a device malfunctioning during the warranty period and AMC period,

bidder should provide a one-to-one replacement **instead of an on-loan unit.**

#### 4.5 Present Network Architecture

In the existing branch network setup, all the branches are connected through two WAN connection from two-different service providers. BDP is running on MPLS. The present network has following challenges that need to be addressed with the new solution.

- Utilizing both service provider links to deliver business application traffic from/to Branch and DC's (Data Center) (PR/DR).
- Automatic/Manual smooth transition to DR setup for branch full operation, when PR site is fully inoperative.
- Provide guaranteed bandwidth for different business application traffic streams.
- Real time traffic monitoring, application-level traffic utilization visibility, monitoring the Service Provider link condition.
- Automatic link failover during primary link down and deliver business critical application traffic under link congestion condition.
- Allow only the services traffic through rule-based approach.
- Encrypt the data traffic streams from Branch to Data centers and vice versa.
- Achieve data, video and voice QOS
- Incorporate security

#### 4.6 Expected Solution

The proposed SD-WAN solution should have the following features/capabilities conforming to the specifications as given below. The minimum physical Appliance requirement should be as the following.

S. No	Location / Service	Number of Device	Status / Option
1	Primary Site	2	1 Cluster (2 Devices)
2	Disaster Recovery Site	2	1 Cluster (2 Devices)
3	Branches	26	Single device
4	Offsite ATM + CDM	10 + 17	Single device
5	Central Management	All the SD-WAN devices & Link status	Dashboard view
6	Standby Units	4	

The bidder should clearly mention the product information in following format.

Product name	Model Number	Country of origin	EOL / EOS

No	Description	Y	N	Remarks
<b>SD WAN Functional Specifications</b>				
1	The Proposed SD-WAN OEM must be in			



	Leaders/Challengers Gartner's Magic Quadrant.			
2	The solution should support Hybrid deployment where Non SD-WAN Sites and SD-WAN enabled sites would interoperate in the SD-WAN topology.			
3	<p>PR-DC &amp; DR-DC SD-WAN Hardware Appliances Specifications</p> <ul style="list-style-type: none"> <li>Proposed solution should be in the form of Hardware Appliance and must be Rack Mountable with Dual Power Supply.</li> <li>Proposed solution must be on premise, management of devices also should be on premise. DC SD-WAN Appliances Should handle total encrypted throughput of 600mbps and upgradable up to 4 Gbps.</li> <li>The solution must support high availability option for branch appliances.</li> <li>The proposed solution (DC&amp;DR appliances) should manage and support minimum of 23 Branches.</li> <li>The Proposed SD-WAN appliance must be able to handle all traffic. HA and DR maximum 10G while branches 1G.</li> <li>The proposed solution must provide technical data sheets for each model of appliance proposed.</li> <li>Vendor should clearly indicate the resources required (vCPU , Memory, Storage, Networking Requirements) to implement the SD-WAN Management Solution.</li> <li>The proposed product equipment (PR &amp; DR) should be support IPS/IDS.</li> </ul> <p>Proposed Solution should have strong information security certification Branch SD-WAN Hardware Appliance Specifications</p> <ul style="list-style-type: none"> <li>Proposed solution should be in the form of Hardware Appliance and must be Rack Mountable.</li> <li>The Proposed Branch SD-WAN Appliance should support minimum encrypted throughput of 20 Mbps and should be scalable up to 100 Mbps on same hardware platform.</li> <li>Proposed SD-WAN appliance should have minimum 04 1000 Base TX Ethernet ports (Minimum Fail to wire ports 02) &amp; minimum 02 1G SFP ports with one fail to wire.</li> </ul>			



	<ul style="list-style-type: none"> <li>The Proposed Branch/ATM/CDM SD-WAN appliance should have integrated LTE (CAT 6) modem for 4G/5G connectivity.</li> <li>Supplier should provide a comprehensive document covering the architecture, Configuration as a deliverable of the project implementation.</li> </ul> <p>All Branch SD-WAN appliances should support 13 ampere (type G) rectangular pin plug.</p>			
<b>4</b>	<p>The proposed solution must assign the path on per packet basis The Proposed solution should be able to measure the latency, packet loss, jitter and bandwidth congestion of WAN links to determine quality of WAN Links</p> <p>Quality determinations must be made based on the relative quality of Each possible link, not on fixed values or thresholds.</p> <p>If DSCP tags are used to assign traffic to an MPLS queue and if the demand exceeds the amount of traffic available on a given queue, then the solution must direct traffic to use multiple queues Simultaneously.</p> <p>Should Support 128 Bit AES, 256 Bit AES , IPsec Encryption</p>			
<b>5</b>	<p>The proposed solution must have ability to reorder any packets that are retransmitted during a failover.</p> <p>If a link carrying application traffic fails, the application traffic must be moved from the failed link to a functioning link in milliseconds without Any application timeouts and disconnections.</p> <p>If a link carrying application traffic begins to exhibit loss or latency such that the quality of the application begins to degrade, then the solution must include the ability to shift application traffic off of the degraded link on to a better performing link without any perceptible Interruption in application continuity or lost packets.</p> <p>Should support minimum 30 IPSEC-VPN / Virtual Tunnels and Upgradable to 60 without changing the Hardware appliance.</p> <p>The proposed solution should adjust the bandwidth rate on the WANLink dynamically based on a defined bandwidth range (minimum and Maximum WAN link rate).</p> <p>Proposed SD-WAN solution should support defining Application Aware Policies. Any required licenses have to be provided.</p>			
<b>6</b>	<p>Failover should support with HA (High Available) devices in HO and DR Data centers (should not</p>			



	drop any packet during device failover)			
7	Interfaces Must support virtual interface (IEEE 802.1Q)			
8	The solution should support multiple VLAN & SVI (Switched VirtualInterface) <ul style="list-style-type: none"> <li>• Branch Device: Minimum 15VLAN &amp; SVI</li> <li>Datacenter: Minimum 40 VLAN &amp; SVI</li> </ul>			
9	The solution should be capable to be deployable as a layer 2 / Layer 3 device			
10	Solution should support to utilized both the Service Provider Communication Links ( MPLS / Broadband ) Simultaneously and share The traffic among the links.			
11	The solution should be leveraging multiple paths for application traffic.			
12	To ensure high application performance for bandwidth intensive applications such as multi-media streaming, video conferencing, backups, and large file transfers, the solution should be able to Leverage multiple links simultaneously for a single application session by distributing the packets across multiple links.			
13	The solution should support traffic distribution per packet basis			
14	The solution should continuously check the link flaps, if the link is not stable then put the link in monitor state, once the link is stable for particular time then start sending traffic on that link with Qos features / bandwidth shaping			
15	During the failure on one link, the critical traffic should automatically migrate to the other Service Provider Link without any manual intervention and without session disconnect. QOS also should maintain during the failure of the WAN link			
16	When a data transfer is initiated (packet base path selection), the Appliance should able to select the path based on the link quality: - Congestion, latency, loss and jitter must be taken into consideration.			
17	Solution should support seamless application accessibility across DC's & Branches during auto failover of WAN links and load balancing.			
18	The solution should support Link failover due to packet loss, Latency, Jitter, link flap & Etc. - without TCP / UDP session failover			
19	If the bandwidth of a single session exceeds that available on any single link, the session must be able to use multiple links simultaneously by distributing the packets across multiple links			
20	The solution should recover from link failure – alternate link convergence time within milliseconds without session disconnect. (applications should not be interrupted during the traffic fail over from one WAN link to Other)			
21	The solution should be capable of selecting path per traffic type (i.e.Voice always on SP-1 link and Application X always on SP-2 link			





22	The solution should provide end to end Encryption using industry standard protocol (Minimum AES -256 or higher) From Branch to/from Primary site and DR site Data centers			
23	Should support QOS over the encrypted channel.			
24	Should be able to define the traffic priority level (critical level) base on different criteria such as application, Destination TCP/UDP port Number, Destination IP address and Source IP address.			
25	Should be able to define Guaranteed Bandwidth base on different criteria such as application, Destination TCP/UDP port Number, Destination IP address and Source IP address			
26	The solution must be able to allocate a maximum bandwidth usage cap to each class of traffic. The solution must allow usage to burst above the maximum bandwidth usage cap if no other traffic classes Attempt to utilize the available bandwidth.			
27	Based on network analysis of the current setup the solution must Select path based on link Quality, Policy & link Capacity.			
28	The solution Should be capable of sending duplicate data over both links for guaranteed delivery of all applications like data, video, etc., And it has to be configurable feature needed to be enabled if required.			
29	The solution should be able to send packets on a same path (Persistency) based on the need (User configurable).			
30	Real-time traffic duplication across multiple links to mitigate against Latency and packet drops only when feature is enabled.			
31	It must support IPv4 and shall have the capability to support IPv6 Protocols.			
32	Appliance should capable to Monitor the remote IP address and change the traffic path according to availability of the remote IP address			
33	The solution must require configuration of the WAN bandwidth as part of the basic configuration process. The available WAN bandwidth can change due to network routing changes and other network events, and the solution must dynamically adjust its consumption of WAN Bandwidth in response to packet loss.			
34	The Solution must support Bandwidth testing on WAN links to check The available bandwidth.			
35	The proposed solution must have DPI (deep packet inspection) engine to identify applications and apply rules to control how application Traffic is handled or any similar alternate.			
36	The solution should Support L3 protocol functionality.			
37	The solution should support routing protocols			
38	The solution should support PBR.			



39	Should support the VRRP (Virtual Router Redundancy Protocol) for high Availability			
40	Solution should have ability to inject under-layer routing to / from over-layer routing with controllability for each direction.			
41	The Primary site and DR site Datacenter appliances should support BGP and OSPF for routing exchange with the Datacenter Core Switch.			
42	The solution should support static multicast feature through IGMP/MLD proxy			
43	The solution should support automatic creation of summary routes Per site.			
44	The solution should support scale of 64K route table per appliance or Per site.			
45	The solution must support static Network Address Translation (NAT) and Dynamic NAT			
46	The solution must support Dynamic NAT with port forwarding.			
47	The solution must support Firewalling.			
48	The solution must support custom Firewall policy per each routing Domain.			
49	The solution must support application classification using Deep Packet Inspection technology.			
50	The solution must support Applying Global Policy Templates			
51	The solution should be configurable, so as to easily disable all WAN Virtualization and should not have any service impact.			
52	The solution should provide role-based access control or multiple user roles that facilitate separation of duties.			
53	The solution should support user / password management Capabilities.			
54	Proposed hardware should be able to interoperate with the existing products of different vendors. (eg: - cisco, juniper, checkpoint, D-link, Fortinet, etc.)			
55	The solution must not require additional software plug-ins or agents on client or server hosts.			
56	The solution must support an authentication capability to authenticate a remote peer WAN Virtualization device before performing traffic Virtualization			
57	Traffic types must support All IP-based traffic, such as CIFS, MAPI, HTTP, NFS, SMTP, SNMP, SSL, Oracle, TCP, UDP, and VoIP etc.			
58	Solution must support TCP packet order correction.			
59	The solution must provide the ability to manage its files through the GUI, including upload, download and deletion.			
60	The solution must provide the ability to backup and restore the solution configuration and traffic Data centrally.			
61	The solution must provide the ability to configure Manual /automatic backups, download/upload backup files, view backups			



	that have been Created.			
62	The solution must provide summary reporting of user defined Top IP Sources and Destinations with external monitoring server.			
63	The solution shall be able to perform time synchronization (NTP, etc.)Automatically.			
64	Eligibility for New version upgrade need to be done as and when Required without any additional cost.			
65	The solution must support partial software upgrade feature which allows the network administrator to selectively upgrade the software on sites in the network without needing to upgrade all sites simultaneously ensure flexibility is maintained.			
66	Based on user need, the solution should be able to archive/save all the old network configurations, so that it can be used to revert the network configuration when needed			
67	The configured end device DSCP tagging (If any) should be preserved by the solution without tampering for Quality of Service.			
68	The solution should have the capability to detect the path MTU			
69	The solution must support DHCP Server /DHCP Relay /DHCP Client			
70	The solution should have the ability to „pass through“ certain applications/traffic without applying any Quality-of-service parameters which is of no interest to the administrator			
71	The solution should be able to send packets on a same path (Persistent) based on user need.			
72	The solution should support VRF that allow for building multiple virtual networks that separate traffic, can carry overlapping IP address ranges, allow the application of distinct security and QoS policies for a Subset of data such as guest Wi-Fi provide overall application security.			
73	The proposed solution should be leader position in Gartner Report or Should have NSS lab testing report.			
74	Appliance should be intelligent to neutralize any vulnerability issues ( ARP spoofing, MAC, DNS, DHCP, Ping, Routing, TCP attacks, VLAN hopping			
<b>Monitoring, Visibility &amp; Management</b>				
75	<p>The solution should provide Real-time monitoring of the WAN Link Condition over the period of time and but not limited to</p> <ul style="list-style-type: none"> <li>• Packet Loss over the customized time period and real time</li> <li>• Jitter over the customized time period and real time</li> <li>• Link Errors over the customized time period and real time</li> <li>• Bandwidth Utilization over the customized time period and real time</li> </ul>			



	<ul style="list-style-type: none"> <li>Application utilization from bandwidth over the customized time period and real time</li> </ul>			
76	Should be able to create customized single console dashboard for the monitoring all links, all appliances			
77	The solution must support centralized monitoring of deployed Appliances, including health reporting and archival of log messages.			
78	The solution must be capable of exporting traffic statistics to Net Flow / SIEM collector			
79	The solution must include a comprehensive logging capability, Integrate to THE Bank AD & customize user role base facility.			
80	Logs must be retained in each individual device for a period of at least one Month, with inbuilt capability or with external database were storing for longer duration is possible, depending on size of the data.			
81	Solution should have web GUI console to manage the devices without limiting any functionality			
82	The solution should support TLS 1.2 or higher for management web GUI SSL access for better security.			
83	The solution must support SSH for access to the management Command Line Interface.			
84	The solution must provide administrator authentication via TACAS/RADIUS/LDAPS			
85	The solution should support role-based administration that can be linked to groups of WAN Virtualization appliances. Depending on their assigned roles, administrators may have read-only or read-Write.			
86	The solution shall support monitoring using SNMP version 2/3			
87	The solution must support alerting notifications through SNMP traps, SMTP email, and remote syslog.			
88	The solution should support to update the Patch, OS on the branch devices using central management console			
89	The solution must support configuration rollback feature to detect and recover from software and configuration errors by reverting to Previously active software or configuration.			
90	All the function and features should be able to configure locally/remotely on device in each branch devices and Primary and DR devices. (any functionality should not be restricted with local device configuration)			
<b>Reporting and alerting</b>				



91	<p>Solution should support real-time alerting with status and value of following items and but not limited to</p> <ul style="list-style-type: none"> <li>• during the failure of the Service Provider links</li> <li>• Ethernet interfaces failure / disconnection</li> <li>• The event of exceeds threshold value of the WAN Link Condition (Packet Loss, Jitter, Errors and etc.)</li> <li>• High Memory and CPU Usage</li> <li>• Routing failures</li> <li>• Status of the Encrypted Tunnel Configuration changers on Branch or Data center appliance.</li> </ul>			
92	<p>Should support to generate the following customized reports for daily, weekly, monthly, yearly etc. and but not limited to</p> <ul style="list-style-type: none"> <li>• Per branch individual WAN Link Utilization over period of time</li> <li>• Per branch individual WAN Link Condition / Quality (Packetloss, Jitter, Latency) over period of time</li> <li>• Per branch virtual Link Condition / Quality (Packet loss, Jitter, Latency) over period of time.</li> <li>• Per branch Memory and CPU Usage (health monitoring)</li> <li>• User activity (user login, user creation /deletion)</li> </ul>			
93	<p>Should support Real-time performance statistics, graphical reports, And export. Report by application, link, or QoS class. SNMP support</p>			
94	<p>All reports must be exportable to CSV format / PDF format</p>			
95	<p>The solution should support one way (individually uplink and downlink) Jitter monitoring (Eg: Branch to PR-DC &amp; PR-DC to Branch)</p>			
96	<p>The solution should support one way (individually uplink and downlink) Latency monitoring (Eg: Branch to PR-DC &amp; PR-DC to Branch)</p>			
97	<p>The solution should support one way (individually uplink and downlink) traffic loss monitoring (Eg: Branch to PR-DC &amp; PR-DC to Branch)</p>			
<b>Purchase and Service level agreement</b>				
98	<p>The bidder should clearly indicate the compliance to the "Purchase and Service Level Agreement" clause and responses should be provided as part of the proposal submitted</p>			
99	<p>Price shall remain fixed for additional units required by the bank (on request) for a period of 12 months from the date of confirmation of Order / issuance of formal Purchase order.</p>			



99	Bidder should agree to the service Level agreement, which described Under section 9 on RFP Document.			
100	Bidder should agree to payment terms and condition, which described under section 11 on RFP Document.			
<b>Support, Warranty &amp; OEM Criteria</b>				
101	The bidder should responsible for implement SD-WAN solution across all the THE Bank Branches on island wide and Primary and DR site Without any impact for the business operations.			
102	A comprehensive 3-year warranty and 24 x 7 x 365 support on all Hardware/Software and all accessories, security signature updates and licensing with Next Business Day Hardware Replacement Commitment.			
103	Bidder is expected to provide AMC for the fourth, and fifth year after the expiry of warranty period.			
104	During AMC period, the vendor shall provide and install all new versions, releases, and updates for all standard software at no Additional cost to The Bank.			
105	Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades. Also, should update and maintain all supplied equipment to correctly reflect actual state of the setup and should maintain the latest stable version of the software/ Operating system at any point in time during the warranty period and AMC.			
106	Bidder should maintain minimum 04 (Data Center level 01 & Branch level 03) Number of additional Hardware Appliances to replace in the Case of failure on behalf of the Bank.			
107	Bidder should agree to "Installation & Configuration Requirement and hardware or any maintenance" which is described under section 6 on RFP Document.			
108	The Bidder shall supply The BANK with required licenses in the name of THE BANK to access and use the Software supplied through this RFP. Such licenses to access and use the software shall be non-exclusive, fully paid up, irrecoverable, and valid throughout The Banks offices.			
109	Bidder must mention all feasible additional features can be activated on proposed appliance by purchasing additional license / subscription and must propose as optional			
110	All licenses in the solution can be perpetual or subscription base.			
111	Voice and Video Enhancement Experiences			
112	ZNTA enhancement with SAML Auth O365			
113	Should support HSRP + VRRP			



114	Hand holding integration with ISE solution			
<b>End-of-Life and End-of-Sale conditions</b>				
115	The equipment quoted by bidder should not be declared as End of Life (EOL) or End of Sale (EOS) by the OEM, for a period of 6 years from the Last date of RFP.			
116	The bidder should provide the details of the EOL or EOS timelines for the proposed items.			
<b>Training</b>				
117	The bidder shall provide and/or organize product / solution specific Overseas training (including courseware and hands-on) for 5 staff members, from a certified trainer (OEM trainer) on the proposed solution recommended by the principal vendor			

## 5.0 FORMATS OF RESPONSE TO TENDER

### 5.1 information to be provided by bidders

All bids should contain ALL INFORMATION REQUESTED IN SECTIONS 4.1 TO 4.5. The information should be in the following order:

### 5.2 General Information about the firm

Provide the following documentation in respect of your company.

- I. Certificate of registration (or its equivalent) that is valid in accordance with any legally recognized jurisdiction
- II. Tax compliance certificate (or its equivalent) that is valid in accordance with any legally recognized jurisdiction
- III. CR12 (This is an official communication by the registrar of companies in Kenya as to whom the directors/shareholders of a company are) or its equivalent that is valid in accordance with any legally recognized jurisdiction in your area of operations
- IV. Current County Trade license/Business permit (If your operations are within Kenya)
- V. Company Profile, with a clear organogram and area of speciality
- VI. List of Directors (Name, ID Number/passport number, Nationality, Telephone and physical address)
- VII. PBL Non-Disclosure Agreement (document to be provided to accompany this RFP)
- VIII. PBL Supplier Code of Conduct (document to be provided to accompany this RFP)
- IX. PBL Business Litigation and Probity; and Lead Time and Credit Period Declaration Form (document to be provided to accompany this RFP)

### 5.3 Organization of the firm

- Depth of the firm's practice in serving global clients of the scale and scope of PBL
- Briefly highlight the profiles and technical qualifications of key staff to be involved in the project where necessary
- Experience in IFRSs, Accounting, Project Management, Risk, IT, etc. is highly recommended.
- Statement summarizing the benefit to PBL of engaging the firm.
- State the firm's compliance with International Standards for Assurance Engagements (ISAEs).
- Details of any implementation partner where necessary detailing all the above requirements under 5.1 and 5.2.

### 5.4 Reference Sites

Statement of capabilities and references in similar projects undertaken over the last three years including a brief description of the projects undertaken and reference letters. The firm needs to have conducted similar work with a Banking institution in Africa of the same or bigger, size and operation with PBL.

By responding to this Tender the service provider confirms that they have no objection to PBL obtaining independent references from their current customers in furtherance of this tender.

### 5.5 Particulars of the Project Deliverables

This section shall provide details including but not limited to how your solution is able to achieve the scope detailed in section 3.2 and your project methodology and major project milestones and deliverables per phase of the project as outlined in paragraph 3.3. It should also include the timelines the implementation could take assuming all data and resources are made available.

### 5.6 Bid Preparation and Submission

Bid documents should be put in plain sealed envelopes labelled as below and dropped in the tender box located on 4th floor PBL HEAD OFFICE, RIVERSIDE DRIVE, Nairobi.

RFP for SD-WAN solution – PBL  
Prime Bank Limited

Tenders may also be posted 7 days earlier than the deadline to:

The Head of Procurement PBL Head Office

River side Drive/Ring Road Wetlands Road Junction,

P. O. BOX 43825-00100 NAIROBI

And marked at the top "DO NOT OPEN BEFORE AUGUST 19<sup>TH</sup> 2024

Offers must be submitted in two separate documents, a technical and commercial bid and must be submitted in separate files envelopes, clearly labelled as:

- The file with the technical proposal should be identified as follow  
NAME OF THE COMPANY, TECHNICAL PROPOSAL (Annexure 10)

- The file with commercial proposal should be identified as follows:  
NAME OF THE COMPANY, COMMERCIAL PROPOSAL (CAPEX, OPEX) (Annexure 11)

A soft copy of the bid should be also be submitted in a Flash Disk together with the bid documents through the tender box. No soft Copy submission of the bid shall be made through any electronic means prior to the bid opening. Any such electronic submission



Shall lead to disqualification of the bid.

## 6. GENERAL CONDITIONS OF CONTRACT

### 6.1 Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the Company. The resulting Contract shall include but not be limited to the general terms of contract as stated below from 6.2 to 6.7.

### 6.2 Award of Contract

Following the opening and evaluation of proposals, the Company will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid.

PBL will communicate to the selected bidder its intention to finalize the draft conditions engagement in consultation with the bidder. Participating unsuccessful bidders will be notified in writing either through a letter or an email.

### 6.3 Tender Cancellation

The company reserves the right to cancel a tender if management decides it is in its best interest to withdraw. The bidders will be notified of such a decision in writing either through a letter or an email. Application of General Conditions of Contract These General Conditions (sections 5.2 to 5.14) shall apply to the extent that they are not superseded by provisions in other parts Of the Contract that shall be signed.

### 6.4 Bid Validity Period

Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission.

### 6.5 Non-variation of Costs

The prices quoted for the service and subsequently agreed and into the contract shall be held fixed for the contract period.

Delays in the Bidder's Performance:

6.5.1 Delivery and performance of the Transaction shall be made by the successful Bidder in accordance with the time.

6.5.2 Schedule as per Agreement. If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and

performance of the Services, the Bidder shall promptly notify the Company in writing of the fact of the delay, its likely duration and its cause(s).

As soon as practicable after receipt of the Bidder's notice, the Company shall evaluate

The situation and May at its discretion extend the Bidder's time for performance, with or without liquidated damages.

6.5.3 In which case the extension shall be ratified by the parties by amendment of the Contract.

Except in the case of "force majeure" as provided in Clause 5.14, a delay by the Bidder in the performance of its.

6.6 Delivery obligations shall render the Bidder liable to the imposition of liquidated damages pursuant to Clause 5.8.

6.6.1 Liquidated damages for delay:

The contract resulting out of this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders

6.7 In case of delays in performance of contract.

## 7.0 GOVERNING LANGUAGE

The Contract shall be written in the English Language. All correspondence and other documents pertaining to the contract which Are exchanged by the parties shall also be in English language.

### 7.1 Applicable Law

This agreement arising out of this RFP shall be governed by and construed in accordance with the laws of Kenya and the parties. Submit to the exclusive jurisdiction of the Kenyan Courts.

### 7.2 Successful Bidder's Obligations

The successful bidder:

Is obliged to work closely with PBL staff, act within its own authority, and abide by directives issued by the Company that are consistent with the terms of the Contract Will abide by the job safety measures and will indemnify the Company from all demands or responsibilities arising from Accidents or loss of life, the cause of which is the Bidder's negligence.

The Bidder will pay all indemnities arising from such incidents and will not hold the Company responsible or obligated. Will be responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself Responsible for any misdemeanors.

Will not disclose the Company's information it has access to, during the course of the work, to any other third parties Without the prior written authorization of the Company. This clause shall survive the expiry or earlier termination of the contract

### 7.3 PAYMENT TERMS

PBL will not make any payments in advance. PBL will issue an LPO for all services required and the LPO will be paid on Install, successful commissioning and project signoff on Receipt of invoices.

## 8 PBL SUPPLIER CODE OF CONDUCT

### 8.1 General

This Code is applicable to all PBL suppliers (hereinafter "Supplier" or "Suppliers") and their employees (be they temporary, Casual or permanent) and sub-contractors throughout the world. PBL requires all Suppliers to conduct their business dealings with PBL in compliance with this

Code and in compliance with all laws applicable to the Supplier's' business, wherever conducted.

By entering into business transactions with PBL, the Supplier agrees to abide by the terms of this Code and acknowledge that Compliance with this Code is required to maintain the Supplier's status as a PBL Supplier. PBL shall have the right to terminate Any Supplier's contract for failure to comply with the provisions of this Code. PBL recognizes that local laws may in some instances Be less restrictive than the provisions of this Code. In such instances Suppliers are expected to comply with the Code.

If local laws are more restrictive than the code, then Suppliers are expected to comply with applicable local laws.

### 8.2 Provisions

In particular, Suppliers must comply with the following:

- Relations with competitors.
- Suppliers will be required to comply with applicable antitrust or competition laws and will not engage in any restrictive
- Trade practices. Suppliers will at all time act in a manner that will uphold and encourage healthy competition. The applicable anti-trust legislation with regard to Kenya operations Restrictive Trade Practices, Monopolies and Price Control Act (Cap 504 Laws of Kenya).
- Bribes, Conflicts of Interest, Gifts and other Courtesies

### 8.2.1 Bribes

Suppliers shall not make or offer bribes or payments of money or anything of value to any PBL employee or any other person including officials, employees, or representatives of any government or public or international organization, or to any other third party for the purpose of obtaining or retaining business with PBL.

For the avoidance of doubt PBL considers an act of bribery to include the giving of money or anything of value to anyone where there is belief that it will be passed on to a government official or PBL employee for this purpose, Suppliers are required to comply with all applicable local anti-bribery laws.

### 8.2.2 Gifts and other business courtesies

Suppliers shall ensure that any expenditure incurred in relation to any particular PBL employee or government official is in the ordinary and proper course of business and cannot reasonably be construed as a bribe or so As to secure unfair preferential treatment.

A general guideline for evaluating whether a business courtesy is Appropriate is whether public disclosure would be embarrassing to the Supplier or PBL. PBL employees may accept unsolicited gifts from Suppliers provided:

### 8.2.3 Conflicts of Interest

No supplier shall enter into a financial or any other relationship with a PBL employee that creates a conflict Of interest for PBL.

A conflict of interest arises when the material personal interests of the PBL employee are inconsistent with the responsibilities of his/her position with the company.

All such conflicts must be disclosed and approval to the transaction given. Compliance and implementation.

### 8.2.4 Licenses and Returns

The Supplier will be required to obtain and renew, in accordance with any law or regulations all permits, Licenses and authorizations required for it to carry out its business.

In addition, the Supplier will be required to prepare and file any returns that it may be required to file under its incorporation statute, the Companies Act (Cap 486 Laws of Kenya) or applicable local or Kenyan revenue legislation. Taxation, Financial Integrity and Retention of Records

### 8.3 Violations

If a Supplier becomes aware of any known or suspected improper behavior by another Supplier in relation to their dealings with PBL or if a bribe or other

inducement is requested from a Supplier by any PBL employee or any other person with the promise of influencing PBL's position as far as that Supplier is concerned or if the Supplier feels that a conflict of interests exists with one of PBL's employees then all pertinent details should be reported in confidence to the following Contact Address **RFP\_IT@primebank.co.ke**

Variations PBL reserves the right to vary this Code at any time.

## 9.0 PERFORMANCE GUARANTEE

Within twenty-one (21) days after the Bidder's receipt of Notification of Contract Award, the Bidder shall furnish Performance Guarantee to the Bank for an amount equivalent to the Total Cost of Ownership (TCO) valid up to not earlier than 1 year from the date of notification of award of contract, for punctual performance and fulfillment of the contract. TCO is the total cost of the project for one year as quoted by the Bidder.

Performance Guarantee shall be denominated in KENYAN SHILLINGS (KES) only and shall be a Bank Guarantee issued by a Scheduled Commercial Bank located in Kenya in the format provided in the RFP (Annexure 9-Performance Guarantee).

The Bank shall notify the Bidder in writing of its invocation of its right to receive such compensation within Validity period, indicating the contractual obligation(s) for which the Bidder is in default. Performance Guarantee may be invoked if the Bidder fails to comply with performance obligations during Warranty and AMC/ATS period.

The proceeds of the Performance Guarantee shall be payable to the Bank as compensation for any loss Resulting from the Bidder's failure to complete its obligations under the Contract.

## 10. ANNEXURES

- 1 Annexure – Manufacture Authorization Form
- 2 Annexure- Bidder Assurance
- 3 Annexure- Service Support Guarantee
- 4 Annexure- Bid Form
- 5 Annexure- Deviations to terms and conditions of the RFP
- 6 Annexure- Conformity Letter
- 7 Annexure- Conformity with Hardcopy Letter
- 8 Annexure- Project Team
- 9 Annexure- Performance Guarantee
- 10 Annexure- Technical Bid and Technical BoM
- 11 Annexure- Commercial bid proposal
- 12 Annexure- Proposed Branch, ATM and CDM locations

**Annexure 1 – Manufacture Authorization Form**

**MANUFACTURER' AUTHORIZATION FORM**

No. \_\_\_\_\_

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

To:

Dear Sir,

**Ref: Your RFP** \_\_\_\_\_ **Dated:** \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_ having factories / development facilities at \_\_\_\_\_ (address of factory / facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid invitation.

We hereby extend our full guarantee and warranty for the Solution, Products, and Services offered by the above firm against this Bid invitation. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract;
- b) In the event of termination of production of such Products:
  - i). Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
  - ii). Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Manufacturer)

*Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.*

### Annexure 2 - Bidder Assurance

DESCRIPTION	DETAILS
Bidder warrants financial solvency i.e., ability to meet all the debts as and when they fall due.	(Substantiate)
Bidder confirms that it has not been blacklisted by any Govt. Department / Banks or the Bidder/Firm is otherwise not involved in any such incident with any concern whatsoever, where job undertaken / performed and conduct has been questioned by any authority, which may lead to legal action.	(Substantiate)
Bidder confirms that it will abide by the conditions mentioned in the Tender Document (RFP and Annexures) in full.	(Substantiate)

Place: \_\_\_\_\_

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

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

Authorized Signatory: \_\_\_\_\_

(SEAL)



### Annexure 3 - Service Support Guarantee

Service Support Details

Address	Location		Status of Office Working Days and Hours	No. of Maintenance Engineers
	Telephone No.	Email ID's		

CONFIDENTIAL

Signature and Seal of Bidder \_\_\_\_\_ Date: \_\_\_\_\_

**Annexure 4 - Bid Form**  
**BID FORM**

Ref.:  
(Bid ref. no. of the bidder)

Date:

To

**Prime Bank,  
Head Office,  
Information Technology Department,  
P. O. Box 43825-00100 GPO,  
Nairobi, Kenya**

**Ref: Your RFP** \_\_\_\_\_ **Dated:** \_\_\_\_\_

Having examined the RFP ref no. **HO/IT/**\_\_\_\_\_ dated \_\_\_\_\_ including all Annexures, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver the equipment's and services including installations, commissioning and maintenance in conformity with the said RFP in accordance with the details provided within the entire document of this RFP.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the RFP.

We agreed to abide by, this bid for the period of 90 days after the date fixed for Technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We undertake that, in completing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in Kenya.

We understand that the Bank is not bound to accept the lowest of any bid the Bank may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(In the Capacity of)

Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder) \_\_\_\_\_

Business \_\_\_\_\_ Address \_\_\_\_\_

## Annexure 5 - Deviations to terms and conditions of the RFP

### 5.1 TECHNICAL DEVIATION STATEMENT

The following are the particulars of deviations from the requirements of the tender: -

CLAUSE	DEVIATION	REMARKS (Including Justification)

The eligibility criterion & offered SD-WAN solution furnished in the Bidding document shall prevail over those of any other documents forming a part of our Bid except only to the extent of deviations furnished in this statement.

**Signature and Seal of Bidder** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating “No Deviations”.**

### 5.2 COMMERCIAL DEVIATION STATEMENT

The following are the particulars of deviations from the requirements of the tender: -

CLAUSE	DEVIATION	REMARKS (Including Justification)

The cost of offered SD-WAN Solution furnished in the Bidding document shall prevail over those of any other documents forming a part of our Bid except only to the extent of deviations furnished in this statement.

**Signature and Seal of Bidder** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating “No Deviations”.**

## Annexure 6 - Conformity Letter

### COMPLIANCE STATEMENT

To

**Prime Bank,  
Head Office,  
Information Technology Department,  
P. O. Box 43825-00100 GPO,  
Nairobi, Kenya**

### DECLARATION

1. We \_\_\_\_\_ (*Name of the company*) hereby confirm having submitted our bid for Participating in the Bank's RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for the PROVISION AND IMPLEMENTATION OF SD-WAN solution.
2. We confirm having read and understood the terms and conditions of the RFP as well as the Procedures relating to the process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by PRIME BANK in the RFP document including all Annexures.

**Signature and Seal of Bidder** \_\_\_\_\_ **Date:** \_\_\_\_\_

### **Annexure 7 - Conformity with Hardcopy Letter**

7.1 Along with the hardcopy of the letter above, please also provide the following:

#### **TECHNICAL COMPLIANCE**

We certify that the systems/services offered by us for tender conforms to the technical specifications stipulated by the Bank, with the following deviations:

List of deviations:

- 1)
- 2)
- 3)
- 4)

**Signature and Seal of Bidder** \_\_\_\_\_ **Date:** \_\_\_\_\_

(if left blank, it will be construed that there is no deviation)

### Annexure 8 - Project Team

The following is the format for furnishing the proposed implementation team profile:

Sr. No.	Name of the proposed Engagement Manager (team leader) / proposed team member	Professional Qualification (Including certifications & accreditations)	Experience with the consulting (Bidding) firm	Area of Expertise	Details of projects handled / consultancy services rendered with details of client, as a team member or team leader etc.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

\_\_\_\_\_  
 (Signature)

\_\_\_\_\_  
 (In the capacity of)

Duly authorized to sign Proposal for an on behalf of \_\_\_\_\_

**Annexure 9 - Performance Guarantee  
PERFORMANCE SECURITY FORM**

(FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY)

To

**Prime Bank,  
Head Office,  
Information Technology Department,  
P. O. Box 43825-00100 GPO,  
Nairobi, Kenya**

**Ref: Your RFP** \_\_\_\_\_ **Dated:** \_\_\_\_\_

WHEREAS \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its bid dated \_\_\_\_\_ (date of submission of bid) for providing the SD-WAN Solution and integration as stated in this Request for Proposal (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_ (Name of Bank) of \_\_\_\_\_ KENYA \_\_\_\_\_ having our registered office at \_\_\_\_\_ (Address of Bank) (hereinafter called "the Bank") are bound unto PRIME BANK (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Vendor, having been notified as selected for providing the SD-WAN Solution to the Purchaser, during the period of the contract fails to perform obligations as vendor and fulfill requirements as specified in the contract up to the desired level.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of the above condition, specifying the occurred condition or conditions.

This guarantee will remain in valid for a period of **63 months** (60 months + 90 days) from the date of signing of the contract i.e., from \_\_\_\_\_ to \_\_\_\_\_, and any demand in respect thereof should reach the Bank not later than the above date.

Place:  
SEAL

Code No.

SIGNATURE

NOTE: 1. THE VENDOR SHOULD ENSURE THAT THE SEAL AND CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF THIS BANK GUARANTEE  
2. STAMP PAPER IS REQUIRED FOR THE BANK GUARANTEE ISSUED BY THE BANKS LOCATED IN KENYA.

### Annexure 10 - Technical Bid and Technical BoM

10.1 The technical bid will comprise of the following documents, and referenced as shown in the table below:

Sl. No.	Documents	Attached in Bid (Yes/No)	Page No	
			To	From
1	Annexure 1: Manufacture Authorization Form			
2	Annexure 2: Bidder Assurance			
3	Annexure 3: Service Support Guarantee			
4	Annexure 4: Bid Form			
5	Annexure 5: Deviations to Terms and Conditions			
6	Annexure 6: Conformity Letter			
7	Annexure 7: Conformity with Hardcopy Letter			
8	Annexure 8: Project Team			
9	Annexure 9: Performance Guarantee			
10	Annexure 10: Technical Bid and Technical BoM			
11	Annexure 11: Commercial bid proposal			

### 10.2 TECHNICAL BILL OF MATERIAL

As per the technical details of this RFP, the Bidder must supply the bid of materials and further details on how the requirements will be met.



### Annexure 11 – Commercial bid proposal

In terms of the above mentioned RFP document, and as per the technical Bill of Material defined in the RFP, we submit herewith the commercial bid proposal for the assignment proposed by the Bank.

<b>[A] Cost of Hardware &amp; Software including 1 Year Warranty</b>				
<b>SR No.</b>	<b>Description</b>	<b>Indicative Quantity</b>	<b>Indicative cost Per device</b>	<b>Indicative total cost</b>
1.	SD WAN Router / Equipment for Branches/Offices inclusive of all IO pluggable and power modules (with one year warranty support)			
2.	SD-WAN controllers and Managers, SD-WAN Central equipment at DC in HA (with one year warranty support)	2		
3.	SD-WAN controllers and Mangers, SD-WAN Central equipment at DR in HA (with one year warranty support)	2		
4.	SD-WAN Reporting/Analytical equipment at DC (with one year warranty support)	1		
5.	SD-WAN Reporting/Analytical equipment at DR (with one year warranty support)	1		
6.	SDWAN Central HUB equipment at DC in HA (with one year warranty support)	2		
7.	SDWAN Central HUB equipment at DR in HA (with one year warranty support)	2		
8.	Cost of On-Site support	One-time for entire project		
9.	Cost if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	Add-Ons		



<b>[B] Cost of License - SDWAN encrypted throughput &amp; Analytics</b>				
SR No.	Description	Indicative Quantity	Indicative cost Per device	Indicative total cost
1.	20 Mbps SDWAN encrypted throughput for branch/office router/equipment (20 Mbps ingress & 20 Mbps egress)			
2.	4 Gbps SDWAN encrypted throughput for Central HUB router/equipment (3 Gbps ingress & 4 Gbps egress)			
3.	Per device license for SDWAN Reporting/Analytical equipment			

<b>[C] Cost of installation per location</b>				
SR No.	Description	Indicative Quantity	Indicative cost Per device	Indicative total cost
1.	SD WAN branches/offices Router/Equipment - Installation, Implementation, professional service charges and any other cost if any			
2.	SDWAN Central equipment (DC/DR) - Installation, Implementation, professional service charges and any other cost if any	One-time for entire project		

<b>[D] Cost of Annual Maintenance Contract (AMC) post end of 1 year warranty period</b>				
SR No.	Description	Indicative Quantity	Indicative cost Per device	Indicative total cost
1.	AMC for 2nd year: [Not less than 8% & not exceeding than 15% of Cost of A (Hardware & Software)			
2.	AMC for 3rd year: [Not less than 8% & not exceeding than 15% of Cost of A (Hardware & Software)			
3.	AMC for 4th year: [Not less than 8% & not exceeding than 15% of Cost of A (Hardware & Software)			
4.	AMC for 5th year: [Not less than 8% & not exceeding than 15% of Cost of A (Hardware & Software)			

## 12 Annexure- Proposed Branch, ATM and CDM locations

### Branch locations:

PRIME BANK BRANCH INFORMATION			
SOL NO	SOL DESCRIPTION	BRANCH MANAGER	PHYSICAL ADDRESS
*001	KENINDIA BRANCH	MAULESH ACHARYA	Keninda House, Loita street
*002	BIASHARA STREET BRANCH	PRAGNA M VAYA	Laxmi Plaza
*003	MOMBASA BRANCH	HASUMATI SILVEIRA EDMUND	Dedan Kimathi avenue
*004	WESTLANDS BRANCH	VICKY VINOD JOTANGIA	Sarit Centre
*005	INDUSTRIAL AREA	ASHISH PANDYA	Enterprise road
*006	KISUMU BRANCH	VIPUL SARATKUMAR BHATIA	Odinga Oginga road
*007	PARKLANDS BRANCH	PALLVI SAULEN GUDKA	Doctors park, 3rd Parklands
*008	RIVERSIDE BRANCH	SURENDER KUMAR BHATIA	Riverside drive
*009	CARD CENTER	RATNA A ABDULLATIF	Riverside drive
*010	HURLINGHAM BRANCH	VISHAL KANTARIA	Adlife plaza, Ring road
*011	CAPITAL BRANCH	ARPIT VINODBHAI PARIKH	Mombasa road
*012	NYALI BRANCH	SHAINA IMTIAZ OSMAN	Palm Breeze, links road
*014	KAMUKUNJI BRANCH	KAUSHAL JOSHI	Ukwala Road
*015	ELDORET BRANCH	JIGNESH NAKHVA	Uganda road
*016	KAREN BRANCH	INNOCENT KIYIMBA	Karen office park, Langata road
*017	NAKURU BRANCH	SURAJ V RAWAL •	Westside Mall
*019	THIKA BRANCH	JULIA WANJRU MAINA	Kenyatta Highway
*023	MERU BRANCH	LUCY MARANGU	Njuri Njeke street
*024	LAVINGTON BRANCH	CARORYNE NASHIPAE NOOSELI	Lavington Mall
*025	VILLANGE MARKET BRANCH	FHANREET KAUR BIRDI	Village market
*026	KITALE BRANCH	JOYCE ROTICH	Northern Business park
*027	BABA DOGO BRANCH	SUZANNE KINOTI	Kenafric Business park

## ATM Locations

NO.	SYSTEM	Location	Branch	Offsite/Onsite	Physical Location
1.	Westlands ATM	Krishna Plaza	Riverside Branch	Offsite	Krishna centre, woodvale grove , Westlands
2.	Rupa Mall ATM	Rupa Mall	Eldoret Branch	Offsite	Eldoret Rupa Mall, Nakuru Road
3.	Nakuru ATM	Nakuru Branch	Nakuru Branch	Onsite	Nakuru Westside mall, kenyatta avenue
4.	Capital Centre ATM	Capital Center Mall	Capital Center Branch	Offsite	Capital Center, Mombasa Road
5.	DP INTELLIGENT ATM	Diamond Plaza	Parklands ATM	Offsite	Diamond Plaza 4th Parklands Avenue, opposite Paramount bank
6.	RADISSON BLUE ATM	Radisson Blu Hotel	Riverside Branch	Offsite	Arboretum Park Lane, Radisson Blu Hotel & Residence, Nairobi Arboretum
7.	Jalaram Hospital ATM	Jalaram Hospital	Riverside Branch	Offsite	Jalaram Medical Centre, Jalaram Road Ground Floor.

## CDM Locations

NO.	Name	Model	Branch	Physical Location
1.	SAMWEST CDM	Hitachi BDM 5	Lavington Branch	sam west kawangware
2.	EAGLES HARDWARE CDM	GRG P2800 CDM	Eldoret Branch	Eldoret CBD
3.	NEW YAKO SUPERMARKET CDM	Hitachi BDM 5	Eldoret Branch	Oginga Odinga street, Eldoret
4.	NAIVAS NYALI CDM	GRG P2800 CDM	Nyali Branch	Nyali Road
5.	NAIVAS GATEWAY MALL CDM	GRG P2800 CDM	Capital Center Branch	Syokimau/Mulolongo
6.	NAIVAS SOUTH C CDM	GRG P2800 CDM	Capital Center Branch	Muhoho Rd, Nairobi
7.	NAIVAS MOUNTAIN MALL CDM	Hitachi BDM 5	Parklands Branch	Mountain Mall
8.	MP-SHAH CDM	Hitachi BDM 5	Sarit Center Branch	Shivaji Road
9.	JALARAM CDM	Hitachi BDM 5	Sarit Center Branch	Jalaram Rd
10.	NAIVAS MOI AVENUE CDM	GRG P2800 CDM	Biashara Branch	Moi Avenue
11.	NAIVAS BABADOGO CDM	GRG P2800 CDM	BabaDogo Branch	BabaDogo

12	NAIVAS WESTLANDS CDM	Hitachi BDM 5	Sarit Center Branch	Westlands
----	----------------------	---------------	---------------------	-----------

**Prime Express**

NO.	Name/Branch	Physical Location
1	Signature Mall	Mlolongo
2	Azalea	General Mathenge
3	Tatu City	Ruiru
4	Thigiri	New Muthiaga Mall

CONFIDENTIAL