



BANQUE D'INVESTISSEMENT ET DE DEVELOPPEMENT DE LA CEDEAO  
ECOWAS BANK FOR INVESTMENT AND DEVELOPMENT  
BANCO DE INVESTIMENTO E DE DESENVOLVIMENTO DA CEDEAO

*DEPARTMENT OF ADMINISTRATION AND GENERAL SERVICES  
GENERAL SERVICES AND ASSETS MANAGEMENT DIVISION*

**Invitation to Tender for the selection of a  
service provider for the renewal of Microsoft  
volume licensing and maintenance of  
Microsoft products**

**SEPTEMBER 2024**

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## Sample Letter of Invitation

### **Subject: Proposals for Consultancy, Letter of Invitation.**

Ladies/Gentlemen,

#### **1. INTRODUCTION**

1.1 You are hereby invited to submit a technical and financial proposal for the consultancy services required for the Assignment described in the Data Sheet attached to this letter (the "Data Sheet"). Your proposal may serve as the basis for future negotiations, with a view to a final contract between your firm and EBID.

1.2 The Data Sheet contains a brief description of the Assignment and its objectives.

1.3 The Assignment will be implemented in accordance with the phases outlined in the Data Sheet.

1.4 To strengthen its IT infrastructure in alignment with its strategic plan, EBID is seeking a specialized firm for the renewal of Microsoft volume licensing and maintenance of Microsoft products.

1.5 For further information on the selection process, please contact the Department of Administration and General Services at the address below: 128, Boulevard du 13 janvier BP 2704 Lomé-Togo. Telephone: +228 22 21 68 64 e-mail: [secretariatdasg@bidc-ebid.org/](mailto:secretariatdasg@bidc-ebid.org)  
[ichabimougnan@bidc-ebid.org](mailto:ichabimougnan@bidc-ebid.org).

1.6 The Customer shall provide the inputs specified in the Data Sheet. It will assist the Consultants in obtaining the necessary licenses and permits for the delivery of the services and will make available to the Consultants the relevant data and reports concerning the project.

1.7 Please note (i) that expenses incurred in connection with preparation of proposals and contract negotiations, including those relating to visits to EBID offices, shall not constitute a direct cost of the Assignment and, as such, shall not be reimbursable; and (ii) that EBID shall not be obliged to accept any of the proposals submitted to it.

1.8 The firms listed in the Data Sheet have been invited to submit proposals.

1.9 We would like to remind you that, to avoid any conflict of interest, i) no firm that provides supplies, works or services with which you are affiliated or associated is eligible to bid for any supplies, works or services contracts (other than the current Services and any continuation thereof) resulting from the current Services or directly related to the project within the framework of which the Assignment falls, and ii) any other previous or current involvement in the project on the part of your firm, its specialized staff or any other firm with which you are affiliated or associated, in respect of a contract with EBID is not permitted.

It is your responsibility to clarify your situation in this regard with EBID before preparing your proposal.

## **2. DOCUMENTS**

**2.1** To prepare a proposal, please use the Documents listed in the Attachments to the Data Sheet.

**2.2** Consultants seeking clarification of the said Documents must notify EBID in writing no later than five (5) days prior to the deadline for submission of proposals. Any request for clarification made by mail, telegram, telex or facsimile must be sent to EBID's address indicated in the Data Sheet. EBID will reply to such requests by telegram, telex or facsimile, sending copies of its reply to all Consultants invited to bid.

**2.3** At any time prior to the submission of proposals, EBID may, for any reason whatsoever, on its own initiative or in response to a request for clarification from a firm invited to bid, amend the Documents pursuant to an addendum. The said addendum will be sent by e-mail, telegram, telex or fax to all firms invited to tender, and will be binding on the said firms. EBID may, at its discretion, extend the deadline for submission of proposals.

## **3. PREPARATION OF PROPOSALS**

**3.1** You are invited to submit a technical proposal and a financial proposal. Each proposal must be submitted in English or French.

### **Technical Proposal**

**3.2** When preparing the technical proposal, you are expected to review all the conditions and instructions contained in the Documents. If you fail to provide all the information requested, you will bear full responsibility for such omission, which may result in the rejection of your proposal.

**3.3** In preparing the technical proposal, pay particular attention to the following considerations:

- i) A firm that has not been short-listed may not partner with another short-listed firm to provide the required services;
- ii) It is desirable to sub-contract part of the work to local consultants; the same sub-contractor may appear in several proposals, subject to the provisions of the Data Sheet. The cost of subcontracting shall not exceed thirty percent (30%) of the total proposed contract price. Subcontractors must meet the Bank's eligibility requirements;
- iii) The estimated number of man-months of work for key specialized staff required for the Assignment is indicated in the Data Sheet. Your proposal must be based on a number that is substantially in line with this estimate;

- iv) The majority of the proposed key specialized staff must be permanent employees of your firm, unless otherwise specified in the Data Sheet;
- v) The proposed staff must have proven experience, preferably in contexts similar to that prevailing in the ECOWAS region;
- vi) No substitutions for key specialized staff may be made without the prior written agreement of EBID, and only one curriculum vitae may be submitted for each position;
- vii) Study reports must be written in the language(s) specified in the Data Sheet. It is recommended that your firm's staff have a working knowledge of the language used in the country of the Assignment.

**3.4** Your technical proposal must provide the following information, as well as any additional information, using the forms attached in Annex 1:

- i) A brief description of the Consultant's organization and an outline of recent experience in assignments of a similar nature. In each case, the overview should indicate particularly the details of the staff provided, the duration of the assignment, the amount of the contract and the firm's share;
- ii) Any observations or suggestions relating to the Consultant's terms of reference, together with a description of the method (work plan) which the Consultant intends to adopt to implement the services, with a representation of the activities in the form of bar charts and graphs representing the critical path method or the programme evaluation and control technique (PERT graph), as appropriate;
- iii) The composition of the proposed staff, as well as the tasks assigned to each member and their timetable;
- iv) *Curricula vitae* recently signed by key members of the proposed specialist staff, or by a head of department authorized to do so at the firm's head office. Key information to be provided should include the number of years of experience with the firm, and the extent of responsibilities exercised on various assignments over the last ten years;
- v) Estimates of the total effort in time (man-months) to be devoted to the implementation of the Assignment, supported by bar charts showing the proposed working time (man-months) for each specialist staff member;
- vi) Any observations made by the Consultant regarding the data, services and facilities to be provided by the Customer, as indicated in the Terms of Reference;

- vii) Finally, if the Data Sheet specifies that training is to be a major component of the assignment, a detailed description of the proposed methodology, staffing, budget and monitoring process.

**3.5** The technical proposal should not include any financial information.

### **Financial proposal**

**3.6** The financial proposal should indicate the costs relating to the Assignment, which will normally cover staff remuneration (foreign and local, field and headquarters), subsistence allowances (per diem, housing allowance), transport costs (international and domestic, start-up and termination), services and equipment (vehicles, office equipment, furniture and miscellaneous supplies), reproduction of documents, and surveys. These costs must be broken down into foreign and local costs. Your financial proposal should be prepared using the forms attached in Annex 2.

**3.7** Costs should be expressed in FCFA exclusive of VAT or in US dollars.

## **4. SUBMISSION OF PROPOSALS**

**4.1** The technical and financial proposals must be submitted in originals, with the number of copies of each as indicated on the Data Sheet. All proposals must be in separate envelopes indicating whether they are originals or copies. Each technical proposal must be placed in an envelope clearly marked "**Technical Proposal**", and each financial proposal in an envelope clearly marked "**Financial Proposal**", both envelopes shall then be put in an outer envelope which must be sealed and shall bear the address and information indicated in the Data Sheet. This envelope must be clearly marked:

**"TO BE OPENED ONLY IN THE PRESENCE OF THE EVALUATION COMMITTEE"**

**4.2** In the event of any discrepancy between the copies of the proposals, the original shall prevail. The original and each of the copies of the Technical Proposal and the Financial Proposal shall be printed in indelible ink and signed by the Consultant's authorized representative, such representative's authorization shall be confirmed by a written power of attorney attached to the proposals. All pages of the technical proposal must be initialed by the signatory or signatories.

**4.3** The proposal shall not contain any alterations, omissions or additions, except where necessary to correct errors caused by the Consultant, and all such corrections shall be initialed by the signatory or signatories.

**4.4** The duly filled out Technical Proposal and Financial Proposal must be submitted no later than the date and time indicated in the Data Sheet.

**4.5** Proposals must be valid for the number of days specified in the Data Sheet from the date of submission. During this period, you must ensure the availability of the specialized staff proposed

for the Assignment. The Customer shall make every effort to conclude negotiations at the same time at the place indicated in the Data Sheet.

## **5. WITHDRAWAL OF PROPOSALS**

Tenders may be withdrawn in writing, by letter or cable, at any time prior to the tender opening date. Withdrawal may be made in person by the tenderer or his or her duly authorized representative, provided that the tenderer makes his or her identity known and signs a bid receipt before the tender opening.

## **6. AMENDMENTS OF PROPOSALS**

Unless otherwise agreed by the Customer, amendments must be received no later than the date and time set for submission of proposals made in response to this request for proposals. Amendments must be made in writing in the form of a letter or cable and must expressly state the proposal thus amended, the nature of the amendment, the reference of the request for proposals and the date and time set for submission of the proposals. Amendments must be sent to the office indicated for this purpose, stating the reason or reasons for the amendment.

## **7. EVALUATION OF PROPOSALS**

**7.1** A two-step procedure shall be adopted for the evaluation of proposals. The technical evaluation must be conducted first, followed by the financial evaluation. Firms will be ranked using a combined technical/financial scoring system, as set out below.

### **Technical proposal**

**7.2** The evaluation committee appointed by the Client will evaluate the proposals using the criteria and points system specified in the Data Sheet. Each compliant proposal will receive a technical score (Nt). Proposals receiving a score below the minimum technical score specified in the Data Sheet will be rejected and the corresponding financial proposals will be returned unopened to the applicant firms.

**7.3** At the end of the technical evaluation, the Client will inform the consultants of the technical scores of their proposals. At the same time, the Client (a) shall notify consultants whose proposals have not obtained the minimum qualification mark, or have been judged to be non-compliant with the Request for Proposals and the Terms of Reference, that their financial proposals will be returned to them unopened at the end of the selection process; and (b) shall indicate the date, place and time of the opening of the financial proposals to consultants whose technical proposals have obtained the minimum qualification mark. The date for the opening of the financial proposals must be determined in such manner as to allow Consultants sufficient time to attend the opening session. Attendance at the Financial Proposal opening is optional.

**7.4** Financial Proposals shall be opened in public, in the presence of representatives of consultants who wish to attend. Consultants' names and technical scores shall be read aloud. The Financial

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Proposals of Consultants who have achieved the minimum qualification mark shall be examined to ensure that they have not been tampered with or opened. These financial proposals shall then be opened and the total prices read aloud and recorded in writing.

### Financial proposal

7.5 After ascertaining that the Financial Proposals are complete and free of calculation errors, the evaluation committee will convert the prices denominated in various currencies into the single currency specified in the Data Sheet. The official selling rate used for this purpose will be the rate from the source indicated in the Data Sheet and prevailing on the date of submission of the proposals. The lowest priced financial proposal ( $F_m$ ) will receive a financial score ( $N_f$ ) of one hundred (100) points, based on the following formula:

$$N_f = 100 \times F_m / F$$

( $F$  being the price of the financial proposal converted into the single currency).

### Final rankings

7.6 Finally, the proposals will be ranked according to their combined technical ( $N_t$ ) and financial ( $N_f$ ) scores, applying the weightings indicated in the Data Sheet ( $T$  = weight given to the technical proposal;  $F$  = weight given to the financial proposal;  $T + F = 1$ ), to arrive at an overall score ( $NG$ ), i.e. :

$$NG = (N_t \times T) + (N_f \times F)$$

## 8. NEGOTIATIONS

8.1 Before the expiry of the period of validity of the proposals, the Client shall notify the Consultant who submitted the highest ranked proposal, by registered letter, telegram, telex or facsimile, that his proposal has been selected, inviting him to negotiate the Contract.

8.2 Negotiations normally last between two and five days. The aim is to reach agreement on all points and initial a draft Contract by the end of these negotiations at the latest.

8.3 Negotiations begin with a review of the technical proposal, the proposed methodology (work plan), staffing and any suggestions the Consultant may have for improving the terms of reference. Agreement is then reached on the final terms of reference, staffing, bar charts which should show activities, staff, periods spent in the field and at headquarters, man-months of work, and everything to do with logistics and reporting. Particular care shall be taken to optimise the services to be provided by the Consultant, within the available budget, and clearly define the inputs to be provided by the Client in order to ensure satisfactory implementation of the assignment.

8.4 The agreed changes shall then be reflected in the financial proposal, based on the proposed unit rates (without negotiation of rates expressed in man-months).

8.5 Having based its choice of Consultant, inter alia, on an evaluation of the key members of the proposed specialist staff, the Client expects to negotiate a contract on the basis of the staffing as defined in the proposal. Before such negotiations commence, the Client shall obtain assurances



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that such staff will be available. No replacements will be considered during negotiations, except in the event of unforeseen postponements of the date of commencement or the unavailability for health reasons of key specialist staff.

**8.6** Negotiations shall conclude with a consideration of the draft contract. The Client and the Consultant shall finalize the terms of the contract in order to conclude the negotiations. Where negotiations fail, the Client shall invite the Consultant whose proposal was ranked second to negotiate the Contract.

## **9. AWARD OF CONTRACT**

**9.1** The Contract shall be awarded after negotiations with the successful Consultant have been completed. The Client shall promptly inform the other Consultants that their proposals have not been accepted.

**9.2** The successful Consultant shall be expected to commence the assignment at the time and place specified in the Data Sheet.

## **10. CONFIRMATIONS**

**10.1** Please inform the Client by e-mail:

- i) that you have received the invitation letter ;
- ii) whether you intend to submit a proposal; and
- iii) if so, when and by what means you intend to submit it.

## **11. CORRUPTION OR FRAUDULENT PRACTICES**

**11.1** All tenderers, co-tenderers or sub-contractors are encouraged to respect the rules and principles of integrity by avoiding any fraud or corruption, or face sanctions.

Accordingly, EBID ;

- (a) for the purpose of this provision, defines, the expressions below as follows:
  - (i) "Bribery" is the act of offering, giving, soliciting or accepting, directly or indirectly, anything of value in order to improperly influence the action of another person or entity;
  - (ii) "Fraud" is an act or omission, including a misrepresentation, that deliberately or recklessly misleads or attempts to mislead a person or entity for financial or other gain or for the purpose of avoiding an obligation;
  - (iii) "Collusion" is an agreement between two or more parties to achieve a dishonest purpose, including improperly influencing the actions of other persons or entities;
  - (iv) "Coercion" means directly or indirectly harming or injuring, or threatening to harm or injure, a person or that person's property with a view to improperly influencing

the actions of that person;

- (b) reject the proposal for the award of the Contract if it establishes that the Consultant recommended for award of the Contract is guilty, directly or through an agent, of bribery or has engaged in fraudulent, collusive or coercive practices in order to obtain the Contract;
  - (c) sanction a Consultant, by excluding him/her indefinitely or for a specified period of time, from the award of any contract financed by EBID if it establishes, at any time, that such Consultant has, directly or through a third party, engaged in corrupt, fraudulent, collusive or coercive practices during the procurement process or the execution of a contract financed by the Bank; and
  - (d) may require that the Request contain a provision obliging consultants and their subcontractors to authorize the Bank to examine the documents and accounting records and any other documents relating to the submission of the proposal and the execution of the contract, and submit them for verification to auditors appointed by the Bank.
- 11.2** The Consultant, his/her subcontractors and associates shall not have been declared ineligible by the Bank for the award of any contract for corrupt, fraudulent, collusive or coercive practices pursuant to Clause 1.7(d) above. In addition, the Consultant shall be informed of the provisions relating to fraud and corruption contained in the relevant clauses of the General Conditions of Contract.
- 11.3** The Consultant shall provide information on commissions and bonuses, if any, paid or to be paid to agents in connection with this proposal and the performance of the Contract if awarded to the Consultant, as requested in the Financial Proposal Form (Section 4).

## DATA SHEET OF THE INVITATION LETTER

Lettre of Invitation

Clause No: N/A

- 1.1 Country/Name of assignment: **Selection of a service provider for the renewal of Microsoft volume licensing and maintenance of Microsoft products**
  - 1.2 Name of Client: **ECOWAS Bank for Investment and Development**
  - 1.3 Description and objectives of the Assignment: **Selection of a service provider for the renewal of Microsoft volume licensing and maintenance of Microsoft products**
  - 1.4 Planned phases of the assignment (if applicable) : **Not applicable**
  - 1.5 Pre-proposal conference: Yes / No. If yes, indicate date, time and place: **Not applicable**
  - 1.6 Name and address of person(s) in charge: **Not applicable**
  - 1.7 The Customer shall provide the following inputs: **Not applicable**
  - 1.8 The firms invited to submit proposals are as follows:  
**A technical proposal (One original + 2 copies)**  
**A Financial Proposal (One original + 2 copies)**  
The two proposals contained in separate envelopes
  - 1.9 The Documents are: (Terms of Reference, Contract, Annexes, etc)
  - 1.10 The address is: **Department of Administration and General Services office number 0505D, ECOWAS Bank for Investment and Development, Boulevard du 13 janvier**  
**Applications must be delivered in person. Proposals sent electronically will not be accepted. However, firms are advised to enclose in their envelopes digital versions of the bids in CD-ROM or USB key format. Applications received after the deadline will not be accepted. Submissions sent by post shall be accepted in principle. The postmark will be taken as proof. However, tenders received physically after the opening will not be taken into consideration.**
  - 1.11 Language to be used for proposals: **French or English**
- 2.0
- i) A short-listed firm may partner with another short-listed firm: Yes..... **No**
  - ii) The same subcontractor may be party to several proposals: Yes..... **No**
  - iii) The number of man-months of key personnel proposed is: **2 months**
  - iv) The majority of the proposed key staff are permanent employees of the firm: **Yes...**  
**No**
  - v) Language(s) to be used for reports: **French or English**

2.1 vi) Training is a major component of this Assignment: **Yes...No**

2.2 Tax liability, insurance (description or reference to appropriate documents) : **As a public international institution, EBID is exempt from the payment of all taxes, with the exception of the statistical tax and the customs stamp, in accordance with the Headquarters Agreement with the Togolese Republic dated 24 May 1980.**

2.3 Number of copies of proposals to be submitted: **One original + 2 copies**

**Postal address: BP 2704 Lomé Togo**

Telegraphic address: **+228 22 2186 84**

Telephone number: **+228 22 21 68 64**

Fax number: **+228 22 21 68 64**

Information to be indicated on the envelope: **Selection of a service provider for the renewal of Microsoft volume licensing and maintenance of Microsoft products / To be opened only by the Contracts Committee.**

2.4 Date and deadline for submission of proposals: **19 September at 10.00 am**. The opening could take place on this day at 10.30 am where necessary at very short notice.

2.5 Period of validity (days, date): **120 days from the deadline for submission of bids i.e. 19 January 2025.**

Place of negotiation: **EBID Headquarters**

Contact person: **Director of Administration and General Services**

2.6 The criteria and sub-criteria for evaluating the complete technical proposal, and their respective weights, are as follows:

**Points (Total: 100)**

**a) Capacity and expertise of the Consultant** (experience in setting up complex networks, knowledge of the banking environment, expertise in system engineering, Microsoft Exchange, Azure Cloud, WINDOWS Server administration, virtualization, references and training) **[30 points]**

**b) methodology and work plan to the Terms of Reference:** **[20 points]**

**c) Certificate of the reseller/support from equipment manufacturers (sales, technical support, and warranty)** **[10 points]**

**(i) Proposed team, expertise and experience of the lead experts :** **[40 points]**

**Total points:** **[100 points]**

**The minimum technical score Nt required to qualify is: 70 Points [70 points].**

Data Sheet of the Letter of Invitation

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2.7 Currency: FCFA or US dollars \_\_\_\_\_

2.8 T = 0.8                      P = 0.2

Yours faithfully

[Customer name]

**Encl:**

1. Mandate (ToR)
2. Annex 1 – Standard form for the technical proposals
3. Annex 2 – Standard form for the financial proposals

**ENCLOSED**

***TERMS OF REFERENCE FOR THE SELECTION SERVICE  
PROVIDER FOR THE RENEWAL OF MICROSOFT VOLUME  
LICENSING AND MAINTENANCE OF MICROSOFT PRODUCTS***



## **1. INTRODUCTION**

This document outlines the terms of reference (ToR) for the renewal of Microsoft products licenses and maintenance of Microsoft products within ECOWAS Bank for Investment and Development (EBID). The purpose of this ToR is to define the scope, responsibilities, and expectations for the renewal of Microsoft licenses and maintenance of Microsoft products to ensure optimal performance, security, and user satisfaction.

## **2. OVERVIEW OF EBID**

The ECOWAS Bank for Investment and Development (EBID), the financial arm of ECOWAS, is an international financial institution covering the fifteen (15) Member States of the Economic Community of West African States (ECOWAS): Benin, Burkina Faso, Cape Verde, Ivory Coast, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo.

The authorised capital of the Bank is one billion units of account (UA) and is divided into one million (1,000,000) shares of one thousand (1000) UA nominal value each.

According to its articles of association, the mandate of the Bank is to:

a. grant loans and guarantees for the financing of investment projects and programmes for the economic and

social development of the Member States, to acquire shareholdings in public, private or mixed structures,

and to carry out all other investments, giving particular priority to:

- i. projects or programmes which, by their nature or scale, are of interest to at least two regional Member States, including infrastructure projects for regional integration and any other development projects in the public and private sectors.
- ii. projects or programmes aimed at strengthening the economies of the least developed Member States of the Community and at reconstructing States which have experienced armed conflicts or serious socio-political crises.
- iii. projects or programmes that contribute to making the Community's economies more integrated as well as special programmes and projects to combat poverty and social inequality.

b. Mobilise resources within and outside the Community to finance its investment projects and programmes.

c. To provide such technical assistance as may be necessary in the Community for the study, preparation, financing and execution of development projects and programmes.

- d. Receive and manage the share of resources of the ECOWAS Community levy intended to finance community development activities, in accordance with Protocol No A/P1/7/96 of 27 July 1996 on the conditions for the application of the said levy and in accordance with any other relevant provisions.
- e. Manage any special Community funds relating to its subject matter.
- d. carry out any commercial, industrial or agricultural activity in so far as it is ancillary to its object or necessary for the recovery of its claims.

For its operation, EBID has in place:

- Board of Governors (General Assembly), the highest decision-making body composed of representatives (Ministers of Finance ) of ECOWAS Member States.
- Board of Directors appointed by the Board of Governors.
- Senior Management (a President and three Vice-Presidents) responsible for the day-to-day management of the Bank.

### **3. OVERVIEW OF EBID'S MICROSOFT PLATFORMS AND PRODUCTS**

The ECOWAS Bank for Investment and Development (EBID) is offering to renew its Open Value Subscription licenses at its headquarters in Lomé, Togo. In addition to the renewal of Microsoft licenses, EBID is seeking to recruit a consultant with capacity and required skills to assist the Information Technology team in carrying out Microsoft products maintenance tasks.

EBID is currently running a hybrid deployment of Microsoft Office 365 Business. Our Microsoft Servers OS version is Windows Server 2019. The servers are running on physical machines, VMware, and Hyper-V virtualizations, using vSphere as the administrative tool for the hosts and VMs. The Microsoft Windows Servers consists of the following installed and operational roles:

- a. Azure AD Application Proxy
- b. Microsoft Active Directory
- c. ADConnect
- d. Active Directory Certificate Services (AD CS)
- e. WSUS

#### **4. THE PROJECT'S OBJECTIVES**

EBID, seeks to maintain its operations under Microsoft operating systems by undertaking a comprehensive three-year renewal of its licensing program, including both Open Value Subscription (OVS) and Cloud Solution Provider (CSP) licenses- detailed in the annex.

This tender is restricted to Microsoft-authorized resellers in the support/reseller zone referenced by Microsoft as a partner capable of providing not only the supplier of these licenses but also ongoing technical support and maintenance.

##### **4.1 License Renewal and Supply:**

- Renew Microsoft Open Value Licenses (OVL) and Cloud Solution Provider (CSP) licenses for a three-year period through a certified Microsoft partner.

##### **4.2 Comprehensive Technical Maintenance:**

- Provide regular software updates, patches, and service packs installations.
- Conduct quarterly system health checks and performance monitoring to maintain optimal system performance.
- Implement and manage robust backup and recovery procedures.
- Troubleshoot and resolve technical issues promptly to minimize downtime.
- Execute security updates and vulnerability management to safeguard EBID's systems.
- Offer user support and training to ensure efficient use of the software.
- Assist in capacity planning and optimization to meet evolving operational needs.
- Facilitate the transfer of skills to the EBID technical team for capacity building.

#### **5. SCOPE OF WORK**

##### ***5.1 Ordering and Supply of Microsoft Product licenses and Software***

The consultant's assignment involves the following:

###### **5.1.1 Renewal of Licenses:**

- Execute a three-year renewal contract of the Microsoft Open Value Subscription (OVS) licenses.
- Execute a three-year renewal contract of the Microsoft Cloud Solution Provider (CSP) licenses.
- Facilitate the ordering and supply of all necessary Microsoft product licenses and software as detailed in the annex.

##### ***5.2 Maintenance Activities***

Maintenance activities shall encompass the escalations and resolution of the following issues:

### **5.2.1 Software Maintenance**

- Perform regular software updates, patches, and service pack installations to ensure systems remain current and secure.

### **5.2.2 System Monitoring**

- Conduct quarterly system health checks to monitor performance, identify and resolve potential issues.
- Implement performance monitoring tools to ensure optimal system operation.

### **5.2.3 Backup and Recovery**

- Develop and maintain comprehensive backup and recovery procedures to safeguard data integrity and availability.

### **5.2.4 Technical Support**

- Provide troubleshooting and resolution of technical issues as they arise.
- Manage and implement security updates and vulnerability management to protect against threats.

### **5.2.5 User Support and Training:**

- Offer user support and training sessions to ensure EBID staff can effectively use the software.

### **5.2.6 Incident Management:**

- Support incident management processes, including logging, prioritizing, and tracking incidents, and ensuring adherence to defined Service Level Agreements (SLAs).

### **5.2.7 Capacity Planning and Optimization:**

- Assist in planning and optimizing system capacity to accommodate growth and changing operational needs.

### **5.2.8 Skill Transfer:**

- Facilitate the transfer of technical skills to the EBID technical team, promoting knowledge sharing and capacity building.

## **6. SERVICE LEVEL AGREEMENTS (SLAs)**

The maintenance provider shall adhere to the following SLAs:

- All that is contained in session 5 above
- Address data protection and privacy requirements, especially if handling sensitive information
- The software or equipment installed must be scalable without interrupting existing Software/equipment from running.
- Solutions (software and hardware) must be flexible, compatible with existing systems.
- All software/equipment installed must be tested and certified before final commissioning.

- The installations must be carried out with the participation of the EBID technical team.

### 6.1 SLA Matrix

| Incident Severity | Response Time      | Resolution Time |
|-------------------|--------------------|-----------------|
| Critical          | 15 mins / 30 mins  | 4 hours         |
| High              | 30 mins / 1 hour   | 8 hours         |
| Medium            | 2 hours / 4 hours  | 24 hours        |
| Low               | 8 hours / 24 hours | 48 hours        |

## 7. PLACE AND DURATION OF THE ASSIGNMENT

The assignment will be carried out at EBID's headquarters in Lomé, Togolese Republic.

The total duration of the assignment is two (2) months, including the ordering and supply of Microsoft product licenses, software, installation, configuration, testing and certification phases as the case may be.

## 8. CONSULTANT'S PROFILE

The services must be provided by a firm (legal entity) that satisfies the following conditions:

- Have proven experience in systems engineering (Exchange, Azure Cloud, Security).
- Proof of sound experience and proven knowledge of the banking environment.
- A proven record of accomplishment in implementing similar contracts. Especially experience working with financial institutions would be an advantage.
- Be a justifiable authorised representative of the products of the manufacturer (OEM).
- Have trained and qualified personnel for the implementation and maintenance of the proposed software products (CV, training certificate and/or certifications attached to the dossier).
- Have the ability (personnel and authorisation) to train or transfer skills on the proposed products.

The implementation team for this project must consists of a Project Manager, and at least two Systems Engineers.

### 8.1. Project Manager

#### 7.1.1. *Qualification & Work Experience*

- 1) The Project Leader must have first or second degree in Computer Science / Engineering or any other equivalent field.

- 2) Show proof of at least ten (10) years' experience in IT project management.
- 3) Have specific work experience in managing at least four (3) similar projects in the last six (6) years.
- 4) Have a very sound knowledge of the banking environment.
- 5) Have a good command of French and English.
- 6) Have an excellent command of a project management tool.

## 8.2. Systems Engineer

### 8.2.1. *Qualification*

- 1) First or second degree in Computer science/Engineering, or any other related discipline.
- 2) Microsoft Certifications (Microsoft Azure AZ-104 Certification).
- 3) MCSE Certification is desirable.

### 8.2.2. *Work Experience*

- IT Professional with at least ten (10) years of experience in systems engineering (implementation, migration, networking, security, and support for Core Infrastructure Solutions both on - premises and Azure cloud).
- Comprehensive technical expertise in Windows Administration, Microsoft Exchange, Office 365, Active Directory, PowerShell scripting, VMware, vSphere, and Hyper V.
- Sound knowledge of banking environment.
- Good command of French and English.
- Excellent knowledge of a project management tool.

## 9. TECHNICAL SPECIFICATIONS

This involves providing EBID with a contract in accordance with the **Scope of Work, Service Level Agreements** and **Technical Specifications** contained in sessions 5.0, 6.0 and the attached Annexes respectively.

EBID will ensure the quality of the service offered and the conditions for setting up assistance in accordance with the practices currently in use in this type of contract.

The supplier must propose to EBID a timetable for the execution of the project and the deadlines, while clearly specifying the responsibilities of EBID team.

## 10. EVALUATION OF PROPOSALS

EBID will evaluate and compare proposals which it would have judged beforehand to be substantially in conformity with the provisions of the tender documents. Proposals considered eligible for preliminary consideration will be evaluated as follows:

- a technical evaluation accounting for 80% of the total score.
- an evaluation of the financial offer, accounting for 20% of the total score.

The total score (TS) will be calculated as follows:  $TS = 80\% * TS + 20\% * FS$ , with TS: Technical score and FS: Financial score.

The proposals will be examined as follows:

1. Examination of the technical proposals submitted, awarding of a technical score (TS) over 100 points.
2. For proposals including  $TS \geq 70$ , evaluation of financial proposals, award of a financial score (FS).
3. Calculation of the Total Score (TS)
4. Final selection of contractor.

### 10.1. Evaluation of the Technical Score (TS):

The proposals submitted by the bidders will be evaluated, with regard to the technical score, based on the following elements for scoring:

| Elements for scoring   | Weight |
|--|--------|
| Capacity and expertise of the consultant (experience in setting up complex networks, knowledge of the banking environment, experience in system engineering, Microsoft Exchange, Azure Cloud, Windows Server administration, virtualization, references, and training) | 30     |
| Methodology  | 20     |
| Certificate of reseller/support from equipment manufacturers (sales, technical support, and warranty)  | 10     |
| Proposed team, expertise, and experience of the lead experts   | 40     |

### 10.2. Evaluation of the Financial Score (FS):

Financial scores will be determined by weighting the amount of the financial proposal against the minimum amount of the financial proposals.

$FS = (\text{Minimum amount of financial proposals} / \text{Amount of financial proposal}) * 100$ .

## **11. CONDITIONS OF SUBMISSION AND PRESENTATION OF OFFERS**

As the content of this restricted tender is specific, only companies with MICROSOFT approved resellers of Microsoft product licenses are consulted.

### **11.1. Monitoring and Surveillance**

The project is placed under the supervision of the Director of Information Technology, Organization & Methods of EBID.

### **11.2. Content and Submission of Tenders**

The technical and financial offers, of which all the pages are initialled, will be presented in three copies each in two (2) separate envelopes. One of the copies must be marked " ORIGINAL " and will serve as the tenderer's reference copy.

- **Envelope A : Technical offer**
- **Envelope B : Financial offer**

Bidders must send their bids to the Bank, which **must contain** the following elements:

#### **Envelope A**

The valid single business creation card (Exhibit No. 1) or any other equivalent document.

- An original certificate from the pension authority proving that the tenderer is up to date with all employer contributions until the last quarter elapsed on the date of submission of tenders (Exhibit No. 2).
- The original of the tax clearance proving that the tenderer is up to date vis-à-vis the tax authorities until the last quarter elapsed on the date of submission of tenders (Exhibit No. 3).
- The content of the detailed technical offer, The tenderer will specify his qualifications and experience with the list of references and the duration of the contracts already executed on behalf of the latter. The tenderer must also present the profile of the technical staff who will be assigned to the execution of the proposed contract as well as their applicable experience in the field.
- A copy of Microsoft's reseller certification.

#### **Envelope B**

Financial proposal indicating the period of validity of the offer and the draft of possible contract with the amount excluding taxes in dollars including all the discounts granted.



## **12. RIGHT OF RESERVATION**

EBID reserves the right to cancel the call for tenders' procedure if the offers presented do not appear satisfactory to it or in the event of force majeure, without however communicating the reason(s) for this cancellation.

Tenders must arrive in triplicate, one (01) original and two (2) copies, **not later than 19 September, 2024, at 10:00 a.m. (UT)** to the following address :

***ECOWAS Bank for Investment and Development (EBID),  
128, Boulevard of January 13, BP 2704  
Lomé, Togo***

To the attention of the ***Director Administration and General Services of EBID***, with the following mentions :

- **“Selection of a service provider for the renewal of Microsoft volume licensing and maintenance of Microsoft products.”.**
- **“ To be opened only by the Contracts Committee”**

Tenders should be dropped off at the office **No. 0505D of the Department of Administration and General Services on the 5th floor** right wing of the EBID building.

For further information, please contact the information technology division of the DTIOM department:

1. **Mr. Elijah OMIJIE** – [eomijie@bidc-ebid.org](mailto:eomijie@bidc-ebid.org)
2. **Dr. Adama TRAORE** – [atraore@bidc-ebid.org](mailto:atraore@bidc-ebid.org)

# ANNEX

## Open Value Subscription (OVS)

| <u>Contrat Number:</u> |  | <u>V8290549</u> |                         |
|------------------------|--|-----------------|-------------------------|
| Reference              | Product Description  | Order Quantity  | Warranty Period (Years) |
| 77D-00041              | Microsoft® Visual Studio Professional MSDN All Languages License & Software Assurance Open Value No Level 1 Year Acquired Year 1 AP  | 2               | 3                       |
| 9GA-00344              | Microsoft® CIS Suite Standard Core French License & Software Assurance Open Value 2 Licenses No Level 1 Year Acquired Year 1 AP      | 100             | 3                       |
| 9EN-00233              | Microsoft® System Center Standard Core French License & Software Assurance Open Value 16 Licenses No Level 1 Year Acquired Year 1 AP | 1               | 3                       |
| J5A-00238              | Microsoft® Endpoint Configuration Manager French License & Software Assurance Open Value No Level 1 Year Acquired Year 1 AP Per OSE  | 170             | 3                       |
| 7NQ-00057              | Microsoft® SQL Server Standard Core French License & Software Assurance Open Value 2 Licenses No Level 1 Year Acquired Year 1 AP     | 4               | 3                       |
| 395-03306              | Microsoft® Exchange Server Enterprise French License & Software Assurance Open Value No Level 1 Year Acquired Year 1 AP              | 2               | 3                       |
| R18-01870              | Microsoft® Win Server CAL French License & Software Assurance Open Value No Level 1 Year Acquired Year 1 AP Device CAL               | 170             | 3                       |
| 381-02292              | Microsoft® Exchange Standard CAL French License & Software Assurance Open Value No Level 1 Year Acquired Year 1 AP Device CAL        | 50              | 3                       |

## Cloud Solution Provider (CSP)

| <b>N°</b> | <b>Product Description</b>   | <b>Order Quantity</b> | <b>Warranty Period (Years)</b> | <b>Next Renewal Date</b> |
|-----------|--|-----------------------|--------------------------------|--------------------------|
| <b>1</b>  | <b>Microsoft 365 Business Premium</b>  | <b>200</b>            | <b>3</b>                       | <b>23/05/2025</b>        |
| <b>2</b>  | <b>Microsoft Defender for Endpoint P2</b>  | <b>130</b>            | <b>3</b>                       | <b>13/03/2025</b>        |
| <b>3</b>  | <b>Microsoft Defender for Endpoint P2 –<br/>Microsoft Defender for Endpoint Server</b> | <b>57</b>             | <b>3</b>                       | <b>13/03/2025</b>        |
| <b>4</b>  | <b>Power BI Pro</b>  | <b>20</b>             | <b>3</b>                       | <b>01/09/2024</b>        |
| <b>5</b>  | <b>Visio Plan 2</b>  | <b>5</b>              | <b>3</b>                       | <b>01/09/2024</b>        |

**ANNEX 1 : STANDARD FORM FOR TECHNICAL PROPOSALS**

**TECHNICAL PROPOSAL**

FROM :

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TO :

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**Subject: Hiring of consultants**

Ladies and Gentlemen

Technical Proposal,

We, the undersigned, have the honour of sending you herewith a Technical Proposal for the selection of our firm as Consultant for\_\_\_\_\_.

Yours sincerely

**Signature :**  
**(Authorised representative)**

**Name:**  
**Position:**  
**Address:**

## PROFESSIONAL REFERENCES

### Services most representative of your qualifications provided in the last five years

Using this form, please provide the requested information about the various assignments your firm has performed under contract, either individually or as lead partner in a consortium.

|  |                                    |   |
|--|------------------------------------|---|
| Name of assignment:  |                                    | Country:  |
| Location:  |                                    | Specialised staff provided<br>fourni :              |
| Name of client:  |                                    | Number of persons:                                  |
| Address:   |                                    | Number of man-months:                               |
| Date of commencement<br>(month/year)   | Date of completion<br>(month/year) | Estimated value of services (in<br>current dollars) |
| Name of potential partner(s) :   |                                    | Number of man-months<br>provided by partner(s):     |
| Name and position of main person(s) in charge (Project Leader/Coordinator, Team Leader): |                                    |   |
| Description of the Project :   |                                    |   |
| Description of the services provided by your staff:                                      |                                    |   |

Name of Consultant: \_\_\_\_\_

**STRATEGIC NOTE ON THE PROPOSED METHOD  
FOR CONDUCTING THE ASSIGNMENT**

## CONSULTANT'S OBSERVATIONS/SUGGESTIONS

### The mandate :

1.

2.

3.

4.

5.

etc.

### Data, services and logistics to be provided by the Client under the mandate:

1.

2.

3.

4.

5.

etc.



**Standard curriculum vitae  
for proposed key staff**

Post proposed : \_\_\_\_\_

Name of firm : \_\_\_\_\_

Name of employee: \_\_\_\_\_

Profession : \_\_\_\_\_

Date of birth : \_\_\_\_\_

Years of employment with the firm : \_\_\_\_\_ Nationality : \_\_\_\_\_

Membership of Professional Bodies : \_\_\_\_\_

Specific duties : \_\_\_\_\_

Main qualifications :

(In no more than half a page, give an account of those aspects of the employee's training and experience which are most relevant to his or her duties; state the level of responsibility held by this employee on previous assignments, stating when and where).

Education :

(In not more than a quarter of a page, summarise the university and other specialised courses of study undertaken by the employee, giving the name of the school or university, the years of study and the degrees obtained).

Professional experience:

(In no more than three-quarters of a page, list the jobs occupied by the employee since completing his or her studies, in reverse chronological order, beginning with the employee's current position; for each job, state the dates, name of the employer, employee's professional title and place of work; for jobs in the last ten years, also specify the type of work performed and provide, where applicable, the names of clients as references).

Annex 1

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Languages:

(State, for each language, the level of knowledge: read/spoken/written, average/good/excellent).

Declaration:

I, the undersigned, certify, basis on the information available to me, that the above information accurately reflects my situation, qualifications and experience.

\_\_\_\_\_  
Signature of employee or authorised official of the firm

Date : \_\_\_\_\_  
Day/month/year

**WORK PLAN AND SCHEDULE OF KEY SATFF**

| Name | Post | Reports to be provided/ Activities | Months (in the form of bar diagrams) |   |   |   |   |   |   |   |   |    |    |    | Number of months |  |               |
|------|------|------------------------------------|--------------------------------------|---|---|---|---|---|---|---|---|----|----|----|------------------|--|---------------|
|      |      |                                    | 1                                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |                  |  |               |
|      |      |                                    |                                      |   |   |   |   |   |   |   |   |    |    |    |                  |  | Sub-total (1) |
|      |      |                                    |                                      |   |   |   |   |   |   |   |   |    |    |    |                  |  | Sub-total (2) |
|      |      |                                    |                                      |   |   |   |   |   |   |   |   |    |    |    |                  |  | Sub-total (3) |
|      |      |                                    |                                      |   |   |   |   |   |   |   |   |    |    |    |                  |  | Sub-total (4) |
|      |      |                                    |                                      |   |   |   |   |   |   |   |   |    |    |    |                  |  |               |

Full time : \_\_\_\_\_ Date of reports : \_\_\_\_\_  
 Part time : \_\_\_\_\_ Duration of activities: \_\_\_\_\_

Yours sincerely.

Signature :  
 (Authorised representative)

Name :  
 Post :  
 Address :

**COMPOSITION OF THE STAFF  
AND DUTIES TO BE PERFORMED BY EACH MEMBER**

**1. Technical/Management Staff**

| Name | Post | Duties |
|------|------|--------|
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |

**2. Support staff**

| Name | Post | Duties |
|------|------|--------|
|      |      |        |
|      |      |        |
|      |      |        |
|      |      |        |

## WORK PLAN / SCHEDULE

### 1. Field survey

(Month effective commencement of the Assignment)

| Tâche/Activité | Monthly programme (in the form of a bar diagram) |   |   |   |   |   |   |   |   |    |    |    |  |
|----------------|--|---|---|---|---|---|---|---|---|----|----|----|--|
|                | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |  |
|                |  |   |   |   |   |   |   |   |   |    |    |    |  |
|                |  |   |   |   |   |   |   |   |   |    |    |    |  |
|                |  |   |   |   |   |   |   |   |   |    |    |    |  |
|                |  |   |   |   |   |   |   |   |   |    |    |    |  |

### 2. Completion and submission of reports

(As indicated in Annex B attached to the General Terms and Conditions of the Contract)

| Report  | Date |
|---|------|
| 1. Initial report   |      |
| 2. Activities report<br>(a) First progress report<br>(b) Second progress report |      |
| 3. Draft final report   |      |
| 4. Final report   |      |

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**ANNEX 2 : STANDARD FORM FOR FINANCIAL PROPOSALS**

**FINANCIAL PROPOSAL**

FROM :

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TO :

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**Subject: Hiring of consultants**

Ladies and Gentlemen

Financial Proposal,

We, the undersigned, have the honour of sending you herewith a Financial Proposal for the selection of our firm as Consultant for\_\_\_\_\_.

Yours sincerely

**Signature :**  
**(Authorised representative)**

**Name:**

**Position:**

**Address:**

**AMOUNT OF THE PROPOSAL**

| Activity      | Currency | Amount     |           |
|---------------|----------|------------|-----------|
|               |          | In figures | In letter |
|               |          |            |           |
|               |          |            |           |
|               |          |            |           |
|               |          |            |           |
|               |          |            |           |
|               |          |            |           |
| Total amount: |          |            |           |

**Note :** The breakdown of the total price must be as shown in Annex 2, page 3.



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**SUMMARY TABLE OF THE FINANCIAL PROPOSAL**

For activity No : \_\_\_\_\_

Name :

| Price component                 | Currency | Amount |
|---------------------------------|----------|--------|
| Remuneration for basic services |          |        |
| Reimbursable expenses           |          |        |
| Cost of computer logistics      |          |        |
| Miscellaneous costs             |          |        |
| Sub-total                       |          |        |

**Note:** This form must be duly filled in for each of the activities listed in Annex 2, page 2..

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**REMUNERATION TABLE OF BASIC SERVICES**

For activity No : \_\_\_\_\_ Name: \_\_\_\_\_

| Name    | Post | Man-months | Monthly rate | Projected total amount |
|---------|------|------------|--------------|------------------------|
|         |      |            |              |                        |
|         |      |            |              |                        |
|         |      |            |              |                        |
|         |      |            |              |                        |
|         |      |            |              |                        |
| Total : |      |            |              |                        |

- Note :** 1. The breakdown of costs and charges relating to the monthly rates is shown in Annex 2, page 5.  
2. This form must be duly filled in for each of the activities mentioned in Annex 2, page 2.

### REIMBURSABLE EXPENSES

For activity No : \_\_\_\_\_ Name: \_\_\_\_\_

| S. N°   | Item                                 | Unit   | Quantity | Price | Total unit amount |
|---------|--------------------------------------|--------|----------|-------|-------------------|
| 1.      | Return trips between _____ and _____ | Trajet |          |       |                   |
| 2.      | Miscellaneous travel expenses        | Trajet |          |       |                   |
| 3.      | Subsistence allowance                | Jour   |          |       |                   |
| 4.      | Local transport costs *              |        |          |       |                   |
| 5.      | Office rental/services               |        |          |       |                   |
| Total : |                                      |        |          |       |                   |

**Note :** This form must be duly filled in for each of the activities listed in Annex 2, page 2.

\* These costs will not be included if the Client provides transport on site. Similarly, at the project site, the costs of office rental and services should not be included if these items are provided by the Client..

**COST OF CUMPUTER LOGISTICS**  
(Including licenses)

For activity No : \_\_\_\_\_ Name : \_\_\_\_\_

| SI N°   | Software | Amount |
|---------|----------|--------|
| 1.      |          |        |
| 2.      |          |        |
| 3.      |          |        |
| 4.      |          |        |
| Total : |          |        |

**MISCELLANEOUS COSTS**

For activity No : \_\_\_\_\_ Name : \_\_\_\_

| S. N°   | Items  | Unit | Quantity | Unit price | Total amount |
|---------|--|------|----------|------------|--------------|
| 1.      | Costs of communications between _____ and _____ (telephone, telegrams, telexes)) |      |          |            |              |
| 2.      | Preparation and duplication of reports   |      |          |            |              |
| 3.      |  |      |          |            |              |
| 4.      |  |      |          |            |              |
| 5.      |  |      |          |            |              |
| Total : |  |      |          |            |              |

**Note :** This form must be duly filled in for each of the activities listed in Annex 2, page 2..

## **IV. Annexes**

### **Annex A**

#### **Description of the services**

*Give a detailed description of the Services to be provided; the completion dates for the various tasks; locations where the various tasks will be performed; the specific tasks that must be approved by the Client; etc.*

### **Annex B**

#### **Reports**

*Specify the format, frequency, content, submission dates, recipients of reports, etc. If no report is to be prepared, write "Not applicable" here.*

### **Annex C**

#### **Key staff and sub-contractors**

*Under:*

*C-1 The positions [and names, if possible], a detailed description of the tasks and minimum qualifications of the foreign Key Staff required to work in the Government's country, and the number of months worked by each of them.*

*C-2 The same information as in C 1 for Key Staff contacted to work outside the Government's country.*

*C-3 The list of approved Subcontractors (if already known); the same information on their Personnel as in C-1 or C-2.*

*C-4 The same information as in C-1 for local Key Staff.*

### **Annex D**

#### **Breakdown of the contract price in foreign currencies**

*Indicate below the cost elements used to justify the foreign currency portion of the fixed price:*

- 1. Monthly rates for Staff (Key Staff and other members of Staff).*
- 2. Reimbursable expenses.*

*This Annex will be used exclusively to determine the remuneration of any additional services.*

**Breakdown of the contract price in local currency**

*Indicate below the cost elements used to justify the national currency portion of the fixed price:*

1. *Monthly rates for Staff (Key Staff and other Staff).*
2. *Reimbursable expenses.*

*This Annex will be used exclusively to determine the remuneration of any additional services.*

**Annex F**

**Services and logistics provided by the client**