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

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**RFP N°/001/01/2024/PRMP/CDSGP/ICM  
PROCUREMENT, INSTALLATION, AND CONFIGURATION OF  
HARDWARE, SOFTWARE, AND LICENSES FOR EBID'S DATA  
CENTER IN TOGO AND ITS BACKUP SITE IN CABO VERDE**

**JANUARY, 2024**



## **I. BRIEF PRESENTATION OF EBID**

The ECOWAS Bank for Investment and Development (EBID) is an international financial institution owned by the fifteen (15) ECOWAS member states: Benin, Burkina Faso, Cabo Verde, Côte d'Ivoire, The Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, and Togo.

The registered capital of EBID is one billion units of account (UA), divided into one million (1,000,000) shares with a par value of one thousand (1,000) UA.

By virtue of its Articles of Association, the corporate object of EBID is to:

- a. grant loans and guarantees for the financing of projects and investment programmes for the economic and social development of Member States, acquire holdings in the capital of public, private or mixed enterprises, and make any other investments, with particular priority to:
  - i. projects or programmes which, by their nature or scale, are of interest to at least two regional Member States, particularly projects aimed at creating regional integration infrastructure and all other development projects in the public and private sectors;
  - ii. projects or programmes aimed at strengthening the economies of the Community's least-developed Member States, and rebuilding States that have experienced armed conflict or serious socio-political crisis;
  - iii. projects or programmes which contribute to making the Community's economies more complementary, as well as special programmes and projects to combat poverty and social inequality;
- b. Mobilise resources within and outside the Community for the financing of its investment projects and programmes;
- c. Provide the technical assistance necessary within the community for the study, preparation, financing and execution of development projects and programmes;
- d. Receive and manage the portion of the Community Levy resources meant for financing Community development projects pursuant to Protocol n° A/P1/7/96 of July 27, 1996, relating to the conditions of application of the said levy and under any other relevant provisions;
- e. Receive and manage any Community special funds relevant to its corporate object;



- f. Carry out any commercial, industrial, or agricultural activity, in as much as such activity is secondary to its object.

For its operations, EBID has:

- a Board of Governors (General Assembly), the supreme body made up of representatives ("Ministers of Finance") of the ECOWAS Member States;
- a Board of Directors appointed by the Board of Governors;
- a Senior Management (a President and two Vice-Presidents) responsible for the day-to-day management of the Bank.

## **II. BACKGROUND**

BIDC has an information system supported by an IT infrastructure comprising various business and specific applications.

To identify the potential threats to which it is exposed, to eliminate or reduce them, the bank had a security audit carried out on its IT system, and the recommendations were implemented, starting with the installation of a data centre that complies with all security standards.

A comprehensive new Human Resources Information System (HRIS) has been implemented as part of the modernisation of human resources management systems.

Similarly, the IT network has been upgraded, thus optimising all the functions of the various layers of the OSI model, and further strengthening the security of the information system.

A Business Continuity Plan (BCP) including a Computer Continuity Plan (CCP) was drawn up and validated following ISO 22301.

Several documents have been developed as part of the security, governance, and management of information technologies, to apply best practices and comply with recommended standards.

The bank has also committed to computerising and automating all business processes through the implementation of banking software, which concerns all business lines.

Despite these achievements and the significant progress made, major challenges remain to be met achieve the bank's strategic objectives.



### III. OBJECTIVES

The purpose of this invitation to tender is to supply, install, and configure hardware, applications and licenses for EBID's Data centre in Togo and its backup site in Cabo Verde.

### IV. SERVICES TO BE PROVIDED

**This contract is in two (2) separate lots.**

A Company may bid on only one (1) lot or both (2) lots.

Proposals for the two (2) lots must be separate for lot n°1 and lot n°2 as specified in the descriptions in the summary tables below.

Hardware, software, and licenses will be delivered to EBID headquarters in Lomé.

All **requests for technical information** must be sent by e-mail to the addresses below: [secretariatdasg@bidc-ebid.org](mailto:secretariatdasg@bidc-ebid.org)/[ichabimougnan@bidc-ebid.org](mailto:ichabimougnan@bidc-ebid.org)

#### **LOT N°1: UPGRADING THE DATA CENTER IN TOGO AND THE BACK-UP SITE IN CABO VERDE**

##### **A / Hardware, software, licenses and services**

N°	Description	Comments
1	<b>VMware 8.0 or higher stable version, full functionality</b> <ul style="list-style-type: none"><li>- <b>Perpetual licenses</b></li><li>- <b>VMware technical support (option1: 1 year, option2: 3 years)</b></li></ul>	
1.1	Supply of VMware vCenter licenses for 2 instances:  [1 instance for the production site in Lomé (with 2 subnets 10.10.130.0/24 and 10.10.230.0/24) and 1 instance for the backup site in Praia (with 2 subnets 10.10.140.0/24 and 10.10.240.0/24)].  <b>N.B</b> see 1.4 for the exact number of vCenter licenses per site	As the Praia backup site is dormant (not used by users, synchronised only with the production site), consider the possibility of using the same licenses as the production site, or have a non-paying or low-cost backup site license with full functionality.



1.2	<p>Supply of VMware vSphere licenses:          [(production site: 12 dual-processor servers);          (backup site: 5 dual-processor host servers)]</p>	<p>As the Praia backup site is dormant (not used by users, synchronised only with the production site), consider the possibility of using the same licenses as the production site, or have a non-paying or low-cost backup site license with full functionality.</p>
1.3	<p>Migration from VMware 6 to VMware 8 (vCenter: 1 instance and ESXi/VSphere: 6 host servers), reconfiguration of new VMware versions           (Each ESXi must have 2 subnets 10.10.130.0/24 and 10.10.230.0/24, VMs on the same ESXi can be on either subnet)   <b>N.B.:</b> the licenses for the ESXi and VSphere to be migrated are included in the licenses requested in 1.1 and 1.2.</p>	<p>The servers are already running with VMs and data, and the Company must take business continuity into account during the migration work.   <b>Location:</b> Data Centre Lome (Togo)</p>
1.4	<p>VMware 8 installation and configuration (vCenter: 2nd instance, ESXi/VSphere: 6 host servers)           (Each ESXi must have 2 subnets 10.10.130.0/24 and 10.10.230.0/24, VMs on the same ESXi can be on either subnet)</p>	<p>The physical servers have already been installed. There is currently no hypervisor. The physical servers with their operating systems and applications need to be converted to VMs.           These servers are in a different subnet from the subnet of the 1st instance already virtualized under VMware 6.   <b>Location:</b> Lome Data centre (Togo)</p>
1.5	<p>VMware 8 installation and configuration (vCenter: 1 instance, ESXi/VSphere: 5 host servers)           (Each ESXi must have 2 subnets 10.10.140.0/24 and 10.10.240.0/24, VMs on the same ESXi can be on either subnet)</p>	<p>New replication installation of Lomé production site instances   <b>Location:</b> Praia Data centre (Cabo-Verde)</p>
2	<p><b>Veeam Backup &amp; Replication, Latest stable version</b>          - Licences and technical support  <b>Veeam (option1 : 1 year, option2 : 3 years)</b></p>	
2.1	<p>Licenses for VM/data backup, remote replication between the 2 sites (Lomé and Praia), failover between the 2 sites</p>	<p>Licenses must cover VM, data, physical server, tape, and disk backups.</p>



	<b>Number of VMs:</b> 50 for the production site and 50 for the backup site	Licenses must support automatic replication and failover between 2 remote sites.  As the backup site is dormant, licenses are not charged for this site (Veeam policy).
2.2	Installation of Veeam Backup & Replication, configuration of VMs, data, and physical servers on the 2 sites	<b>Location:</b> Lomé Data centre (Togo) and Praia Data centre (Cabo -Verde)
2.3	Configuration of automatic replication of data, data bases, and virtual servers between the 2 remote sites by Veeam Backup & Replication, configuration of failover between the 2 sites	<b>Location:</b> Lomé Data centre (Togo) and Praia Data centre (Cabo -Verde)
<b>3</b>	<b>Hard disks for IBM Storwize V7000 storage systems</b>	
3.1	Supply of 24 x 2.4 TB 10K 12Gb SAS hard disks (FRU 01YM176) for 2 IBM Storwize V7000 arrays	Each array has 24 slots (12 x 2.4TB disks and 2 x 600GB disks are already installed in each array)  10 additional disks on each array (4 disks to be kept as spare)
3.2	Installing and configuring disks, setting up pools, creating logical volumes, mapping logical volumes to servers (all servers must see all logical volumes in the 2 arrays), setting up synchronisation between new volumes in the 2 arrays, updating software in the 2 arrays.	The IBM arrays are already running, and the logical disks are being used by physical and virtual servers.  <b>Location:</b> Lomé Data Centre (Togo)
3.3	Verification and reconfiguration of server failover between the 2 arrays in the event of a problem on the main array	<b>Location:</b> Lomé Data Centre (Togo)
<b>4</b>	<b>Expansion of Dell PowerVault ME4012 storage arrays, DELL R440 and R740 servers</b>	
4.1	Supply of a Dell PowerVault ME4012 array extension with at least 24 slots (delivered with 12 disks of 2.4 TB each)	The existing Dell PowerVault ME4012 storage array has just 12 slots, fully occupied by 12 1.2TB disks.



		<p>The Company needs to add an extension that can take up to 24 disks. This extension must be compatible with the array and come with 12 disks of 2.4TB each.</p> <p>The external extension must be connected to the array. The array must be able to see all disks (internal and external).</p>
4.2	<p>Supply and installation of 12 memory sticks, each with 16 GB, for DELL R740 servers. This must include all disks (internal and external).</p>	<p>Part Number: XMA82GR7CJR8N-XN)</p> <p>4 additional sticks to be installed on each DELL R740 server (3 in total)</p> <p>Location: Lomé data centre (Togo) and Praia data centre (Cabo Verde)</p>
4.3	<p>Supply and installation of 28 memory sticks of 16 GB each for DELL R440 servers</p>	<p>Part Number: XMA82GR7CJR8N-XN)</p> <p>4 additional memory sticks to be installed on each DELL R440 server (7 in total)</p> <p>Location: Lomé data centre (Togo) and Praia data centre (Cabo Verde)</p>
4.4	<p>Supply, installation, and configuration of one (1) DELL N2048 switch (21Gbps and 10GbE SFP+ ports all active) and accessories.</p> <p>To be installed in a stack with another switch of the same type already running.</p>	<p><b>Location:</b> Praia data centre (Cabo Verde)</p>
4.5	<p>Rack extension configuration, array, and extension software upgrades</p>	<p><b>Location:</b> Praia data centre (Cabo Verde)</p>
4.6	<p>Installation and configuration of disks, pool settings, pool configuration, creation of logical volumes with the same capacities as the IBM Storwize V7000 logical volumes, mapping of logical volumes to Dell servers (all servers must see all logical volumes).</p>	<p><b>Location:</b> Praia Data centre (Cabo-Verde)</p>
<b>5</b>	<b>Other services</b>	
5.1	To be defined by the bidder	
5.2	.....	



## B / Company Profiles

The services must be provided by a Company (legal entity) with proven experience (to be justified) in information systems implementation, in general, and building IT back-up sites, in particular.

It must have extensive experience with similar contracts, proven experience, and knowledge of the banking environment. Experience with financial institutions operating in ECOWAS countries would be an asset.

The Company must demonstrate excellent financial capacity (**proof to be attached to the technical bid**).

The Company **must provide proof** of the following qualifications in its name, in the form of a document from the manufacturer or publisher:

- Authorised VMware partner;
- Be an authorised Veeam partner;
- Be able to provide sales and warranty services for IBM/Lenovo servers and storage;
- Ability to market and guarantee Dell servers and storage;
- Previous experience in installing and configuring VMware environments;
- Previous experience in installing and configuring Veeam environments;

The Company must propose a core team of experts with in-depth, proven experience (**to be justified**) in VMware, Veeam, building IT backup sites, and installing and configuring IBM/Lenovo and Dell system hardware. Curricula vitae must be provided for each team member.

The Company must also **show proof that these personnel are actually part of its staff, or a formal contract signed between the expert and the Company specifying** availability during the implementation. These documents are mandatory. Only key experts will be scored, and a key expert who does not have the required proof will receive a score of zero (0).

The main team must include :

- One certified VMware expert;
- A certified Veeam expert;
- A certified network and systems expert.

All key experts must have excellent analytical skills be rigorous, methodical, versatile, self-reliant, and reactive, have good teamwork and interpersonal skills, and be capable of adapting to new situations.

The key experts must have the following profiles (to be supported by official documents)





## 1 - Certified VMware Expert

The certified VMware expert must have at least a master's level engineering degree ("A" Level +5 years) or a Master 2 in computer science, telecommunications or Information and Communication Technologies (ICT) or other equivalent fields.

He/she must also:

- Have VMware professional certification, **minimum VMware Certified Professional Data centre Virtualization 2023**;
- Have been trained in VMWare version 8 (to be justified);
- At least five (5) years' experience in setting up and implementing virtual environments;
- At least three (3) recent assignments in the last five years in the design and implementation of a VMware virtual environment (using vCenter), migration of a VMware operating environment from a previous version to a higher version.
- Participated in setting up an IT backup site;
- Knowledge of international institutions or public administration;
- Very sound knowledge of the banking environment;
- Good command of French **and** English;

## 2 - Certified Veeam Expert

The certified Veeam expert must have at least a master's level engineering degree ("A" Level + 5 years) or a Master 2 in computer science, telecommunications or Information and Communication Technologies (ICT) or other equivalent fields.

He/she must also:

- Have Veeam professional certification, at least **Veeam Certified Architect (VMCA)**;
- Have at least five (5) years' experience in setting up and implementing virtual environments;
- Have completed at least three (3) recent assignments in the last five years, in the design and implementation of a Veeam environment including data replication between two (2) remote sites;
- Participated in setting up an IT backup site with implementation of failover between the two (2) sites in the event of a problem on the production site;
- Knowledge of international institutions or public administration;
- Very sound knowledge of the banking environment;
- Good command of French and English;



### 3 - Expert in Networking and Systems Engineering

Must have at least a degree in engineering or an MSc in Computer Science, Telecommunications or Information and Communication Technologies (ICT) or in any other equivalent field.

- Must have, among other things:
- a minimum of five (5) years' experience in setting up computer systems and in computer networking (servers, storage, SAN, networks).
- must have carried out at least three (3) recent assignments in the last five years involving the implementation of an IBM / Lenono / Dell SAN solution;
- must have professional certification specialising in IBM and/or Lenono and/or Dell storage;
- knowledge of international institutions or public administration;
- must have proven in-depth knowledge in networking, systems and information systems security;
- have a very sound knowledge of the banking field;
- good command of French and English.

### C / Technical Evaluation (TE)

Bids shall be evaluated for technical merits based on the following criteria:

criteria	Score
Conformity of proposed hardware, software, and licenses (technical bids from Companies proposing other references or versions already specified in the ToR shall be rejected and the Companies disqualified)	05
The bidder's capacity and expertise (experience of setting up IT back-up systems, experience with VMware and Veeam implementation, approved VMware and Veeam partnership, references from similar contracts, training, etc.).	30
Methodology	10
Certifications from hardware manufacturers and software developers (sales, technical support, and warranty): VMware, Veeam, IBM/Lenovo, Dell	10
Proposed team, local expertise, training, certification, and experience of key experts	45

**N.B:** The criteria will be broken down into sub-criteria for comprehensive evaluation.

**It is hereby stated that there shall be no site visit for LOT N°1.**



## **LOT N°2: UPGRADING THE AUTOMATION ROOM AT EBID HEADQUARTERS**

### **A / Hardware, software, licenses, and service**

<b>N°</b>	<b>Description</b>	<b>Comments</b>
<b>1</b>	<b>Fire detection and extinguishing</b>	
1.1	Supply, installation and configuration of an additional card for the DESAUTEL Fire Panel (Model: ECS-DECT DEA EVOLUTION)	The DESAUTEL fire station is already installed and controls 2 rooms. This new card will make it possible to control a 3rd room with new installations (pipework, detectors, gas, etc.).  As the DESAUTEL control unit is under warranty, the new card will be integrated in close collaboration with the warranty provider.
1.2	Supply and installation of detectors, a Novec 50 bar gas cylinder, siren, and other accessories in the Autocom room (to be configured on the additional card)	
<b>2</b>	<b>Access control</b>	
2.1	Supply, installation, and configuration of biometric readers and other accessories on the Autocom room door (entry and exit)	The door will be controlled by the HIK VISION control unit (Model: DS-K2604T), which is already in operation and controls the 4 doors in the data centre.  As the HIK VISION control unit is covered by a maintenance contract, the door should be integrated in close collaboration with the service provider.
<b>3</b>	<b>False floors, ceilings and poles</b>	
3.1	Supply and installation of ceilings and lighting in the Autocom room	
3.2	Supply and installation of plaster floors in the Autocom room	
3.3	Supply and installation of false poles in the Autocom room	
<b>4</b>	<b>Fittings</b>	



4.1	Building a brick wall to cover the windows in the Autocom room and painting it	
4.2	Reinforcing the inside of the glass door in the Autocom room	
	Storage of cables in the Autocom room	
<b>5</b>	Video surveillance	
5.1	Supply and installation of 2 cameras (1 in the ground floor server room, 1 in the inverter room)	<p>The cameras will be integrated into the Data centre's video surveillance system, controlled by the Milestone Husky M50 server (Model Number: HM50-32TR-8).</p> <p>As the current system is under maintenance contract, the cameras should be integrated in close collaboration with the service provider.</p>

## B / Company Profiles

These services must be provided by a Company (legal entity) with proven experience (to be justified) in the related field.

It must have extensive experience in handling similar contracts. The Company must have a proven track record and knowledge of the banking industry. Good experience with financial institutions operating in ECOWAS countries would be an added advantage.

The Company must demonstrate a very good financial capacity (evidence to be attached to the technical proposal).

The Company must provide proof of the following qualifications in the form of documents issued by the manufacturer or publisher on its behalf:

- be an accredited DESAUTEL partner;
- be able to market and guarantee HIK VISION and MILESTONE SYSTEMS hardware.

The Company must propose a core team with in-depth and proven experience (to be justified) in implementing DESAUTEL / NOVEC fire detection and extinguishing solutions, HIK VISION access control solutions, and MILESTONE video surveillance solutions. It must provide the CVs of each team member as well as their copies of certificates and proof of training in the various applications.



The Company must also provide proof that these persons are actually part of its staff, or a formal contract signed between the expert and the Company specifying availability during the performance of this assignment. These documents are mandatory. Only Key Experts will be scored and any Key Expert not in possession of this required supporting evidence shall be scored zero (0).

The core team must include:

- A DESAUTEL trained expert in fire detection/extinguishing;
- An expert trained in HIK VISION access control solutions;
- A trained expert in MILESTONE SYSTEMS video surveillance solutions.

All key experts must have excellent analytical skills, be rigorous, methodical, multi-skilled, autonomous, and reactive, be good team players, and have good interpersonal skills and the ability to adapt.

### **C / Technical Evaluation (TE)**

Bids shall be evaluated for technical merit based on the following criteria:

<b>Criteria</b>	<b>Rating</b>
Conformity of proposed hardware, software, and licences (technical bids from Companies proposing other references or versions already specified in the ToR shall be rejected and the Companies disqualified)	10
Capacity and expertise of the bidder (experience in implementing similar projects, training, etc.).	30
Methodology	20
Certification of hardware manufacturers and software developers (sales, technical support, and warranty): DESAUTEL, HIK VISION, MILESTONES, etc.	10
Proposed team, local expertise, training, and experience of key experts	30

**N.B:** The criteria will be broken down into sub-criteria for detailed evaluation.

**The visit of the rooms concerned for "LOT N°2" will take place on 2024, January 31th, from 10:00 AM GMT, at EBID headquarters, 128, Bd. du 13 janvier BP 2704 Lomé - Togo.**

### **V. LOCATION AND DURATION OF THE ASSIGNMENT**

The assignment will take place at EBID's headquarters in Lomé, Republic of Togo, and NOSI's headquarters in Praia, Republic of Cabo Verde.

The hardware, software, and licenses must be delivered to EBID's headquarters in Lomé.



The total duration of the assignment is four (4) months, including the ordering and delivery of hardware, software, and licenses, and the installation, configuration, testing, and certification phases.

## **VI. WORKING LANGUAGES**

Bids should be submitted in French and/or English.

**All deliverables must be drafted in English and French.**

## **VII. OBLIGATIONS OF EBID**

EBID shall provide the successful consultant with all the information at its disposal to carry out the assignment.

The entire team of the Department in charge of IT, as well as other relevant departments of EBID, will be available to participate in all phases of the mission.

## **VIII. TERMS AND CONDITIONS OF THE ASSIGNMENT**

The practical modalities for the implementation of the above-mentioned assignment shall be defined in a service contract to be entered into between the Consultant and EBID.

## **IX. TENDER EVALUATION SCALE**

EBID will evaluate and compare bids that it has determined in advance to be substantially compliant with the provisions in the tender documents.

Bids found to be admissible at the preliminary consideration stage shall be evaluated as follows:

- Technical Evaluation - 80% of the overall score;
- Financial Evaluation - 20% of the overall score.

The Overall Score (OS) will be calculated as follows:

$$OS = 80\% * TS + 20\% * FS,$$

Where: TS = Technical Score and FS: Financial Score.

**The analyses of scores shall be as follows:**

1. Technical proposals shall be awarded a technical score (TS) over 100;
2. Bids whose  $TS \geq 70$ , shall have their financial proposals analysed and a Financial Score awarded.
3. Calculation of the Overall Score (OS);
4. Selection of the final service provider.



### **Evaluation of the technical proposal:**

Tenders shall be evaluated for technical merit based on the scoring criteria for each lot.

### **Evaluation of the financial proposal:**

The financial scores will be determined by weighting the score of the financial proposal about the minimum amount of the financial proposals.

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

## **X. SUBMISSION OF BIDS**

### **THE BIDS MUST BE PUT IN ONE (1) BIG SEALED ENVELOPE CONTAINING TWO (2) SEPARATE ENVELOPES:**

- 1) envelope n°1 must contain three printed versions of the technical proposal (original + two [2] copies), an electronic version of the technical proposal (CD or USB drive), the administrative documents (documents attesting to the legal existence of the Company, up-to-date payment of social security and taxes) and any information deemed essential for the performance of the contract, except the financial aspects. It should be noted that documents attesting to the legal existence of the service provider and up-to-date payment of social security and taxes are admissibility conditions for the bids.
- 2) 2) envelope n°2 must contain three hard copies of the financial proposal in USD (original + two [2] copies) and an electronic version of the financial proposal (CD or USB drive). The financial proposals must be exclusive of taxes and customs duties. Bidders must commit to a validity period for their financial proposal of at least ninety (90) days starting from the deadline for the submission of tenders set out below.

The contractor is advised that the copy marked 'Original' of both the technical and financial proposals will take precedence over any other version provided.

The sealed envelope containing the two numbered and sealed envelopes must bear the following wording:

**"ACQUISITION, INSTALLATION AND CONFIGURATION OF HARDWARE,  
SOFTWARE AND LICENCES FOR EBID'S DATA CENTRE IN TOGO AND ITS  
BACKUP SITE IN CAPE VERDE"**

"To be opened only during the bid opening meeting".



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

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**The deadline for the submission of bids is 2024, February, 8<sup>th</sup>, à 10 am GMT.  
Bids must be submitted to the following address:**

**ECOWAS BANK FOR INVESTMENT AND DEVELOPMENT**

**OFFICE NUMBER 505 D**

**128, Bd. du 13 janvier BP 2704 Lomé – Togo \_ E-mail : [secretariatdasg@bidc-ebid.org](mailto:secretariatdasg@bidc-ebid.org)**

**Tél : +(228) 22 21 68 64 – Fax : +(228) 22 21 86 84**

**Bids submitted by e-mail shall be disqualified.**

EBID will only consider bids that are submitted on or before **the date and time indicated above.**

EBID reserves the right not to proceed with this call for tenders.