



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

**LETTER N°010/07/2024/PRMP/ICM OF INVITATIONS FOR THE
RENEWAL OF MAINTENANCE CONTRACTS (DATACENTRE,
NETWORKS, SYSTEMS)**

July 2024

I. 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;
- f. 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:

- a Board of Governors (General Assembly), the highest decision-making body composed of representatives (Ministers of Finance) of ECOWAS Member States;
- a 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.

II. BACKGROUND

EBID has an information system supported by IT infrastructure and including various business and specific applications.

In order to identify the potential threats to which it is exposed with a view to eliminating/reducing them, the bank commissioned a security audit of its IT system and implemented the recommendations, starting with the installation of a data centre that complies with all security standards.

As part of the modernisation of human resources management systems, a comprehensive new Human Resources Information System (HRIS) has been introduced.

The bank is also committed to computerising and automating all business processes through the introduction of banking software that covers all business lines.

Similarly, the IT network has been upgraded by replacing all the equipment, implementing a new architecture and management tools, all to optimise the functions of the different layers of the OSI model and strengthen the security of the information system.

A Business Continuity Plan (BCP) incorporating an IT Continuity Plan (ICP) has been drawn up and validated in accordance with ISO 22301.

An IT back-up site has been set up in Cape Verde as part of the ICP.

A 2024-2026 IT master plan is currently being drawn up.

Several documents have been drawn up in the areas of security, governance, IT management and personal data protection in order to apply best practice and comply with recommended standards.

Despite these achievements and significant progress, major challenges still remain in order to achieve the Bank's strategic objectives.

III. OBJECTIVES

The purpose of this consultation is to renew the maintenance contracts for the various information system solutions.

Overall, this involves maintaining and repairing equipment, renewing solution licences and equipment manufacturer support, correcting anomalies and malfunctions in the solutions installed, improving the functionality of the solutions, providing consultancy support, monitoring and transferring skills to the in-house team, providing a resource person to manage the system and maintaining a stock of spare parts for critical equipment.

IV. DESCRIPTION OF SERVICES

This involves maintaining and repairing equipment, renewing licences for the solutions and the manufacturer's support for equipment, providing a resource person to manage the service and maintaining a stock of spare parts for critical equipment. These spare parts will be the property of the service provider and will be invoiced to EBID as and when needed.

The person in charge will be based at EBID during working hours and will coordinate interventions with the various teams in the event of corrective maintenance. This person must have the skills required to manage a Datacentre and a basic level of networking.

For the services requested below, the service provider will use qualified and competent personnel with proven knowledge of the equipment, software and solutions installed.

If the service provider does not have its head office in Lomé, it must have an office in Lomé or sign a partnership contract with a local company for emergency interventions (such contract must be included in its technical offer). The local partner's dedicated team must respect the profile of the key team.

All licences and media must be renewed before their expiry dates.

A Service Level Agreement (SLA) must be proposed by the service provider in its technical offer, which will be evaluated.

Financial offers must show maintenance costs per piece of equipment, licence costs per type of licence and manufacturer support costs per piece of equipment.

Maintenance will be invoiced on a flat-rate basis per piece of equipment. Licences and support will only be invoiced if they are actually renewed, with supporting documentation.

As part of the maintenance contract, the service provider undertakes to carry out three types of maintenance:

- Preventive maintenance to prevent malfunctions;
- Corrective maintenance to correct anomalies and operating faults that have arisen unexpectedly;
- Upgrading maintenance to improve functionality.

A. Preventive maintenance: the aim is to anticipate technical and security problems by updating software or firmware at the beginning of each quarter, and by making the necessary configurations and settings to avoid risks that could cause the information systems to malfunction, so that all their components operate optimally.

Preventive maintenance consists of (1) installing updates to the software components of systems or solutions, as well as code updates to correct security vulnerabilities or improve the performance of solutions; (2) monitoring the operation of solutions and providing detailed reporting, including performance analyses and an overview of the level of security of solutions by analysing logs and security events; (3) cleaning and dusting equipment; (4) providing advice on use and monitoring.

Preventive maintenance must be carried out according to a pre-established schedule, to be proposed by the service provider.

B. **Corrective maintenance:** this is carried out following any incidents that may affect the normal operation of equipment or solutions and reduce their availability. The purpose of this intervention is to remedy any technical or operational malfunction of the equipment or solution, in order to restore normal operation of all its components and correct use by users.

Corrective maintenance covers: (1) diagnosing anomalies; (2) resolving detected anomalies (technical bugs, unavailability of all or part of equipment or solutions, etc.); (3) resolving problems and anomalies; (4) resolving security flaws and non-conformities detected following audits or security alerts received from competent IS security bodies, manufacturers or publishers.

The service provider undertakes to respond within the time limits set (to be proposed in the SLAs) to EBID's request to intervene following anomalies that have arisen in the operation of the said equipment or the said solutions.

The service provider undertakes to correct the anomalies within the allotted time. If the incident is not resolved after the resolution deadline, the service provider must implement a workaround solution to ensure continuity of service in degraded mode.

C. **Upgrade maintenance:** this consists of upgrading solutions to meet new functional requirements or security constraints. This enables them to be adapted to EBID's changing needs or to avoid security breaches.

4.1 Networks (equipment, licenses, SmarNet contract)

For networks, the services relate to the equipment and software below.

these include:

- Corrective maintenance of equipment;
- Preventive maintenance of equipment;
- Upgrade maintenance;
- Renewal of licences for installed solutions;
- Renewal of equipment and software support, where possible.

4.1.1 **List of network equipment covered by the maintenance contract:** remedial, preventive and upgrade maintenance and renewal of manufacturer support if the equipment is still supported by the manufacturer.

Product Number	Product Description	Serial Number	Start Date (SmartNet Contract)	End Date (SmartNet Contract)	End of Support
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO1930E17N	N/A	N/A	31-Oct.-2026
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO2402M183	N/A	N/A	31-Oct.-2026
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO2402M182	N/A	N/A	31-Oct.-2026
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO2402M15N	N/A	N/A	31-Oct.-2026
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO2402M161	N/A	N/A	31-Oct.-2026
WS-C3650-48FQ-S	Cisco Catalyst 3650 48 Port Full PoE 4x10G Uplink IP Base	FDO2402M17C	N/A	N/A	31-Oct.-2026
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UR	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UU	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306TV	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306TN	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306TD	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306T3	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306SS	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306L3	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC2603065J	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC26020F58	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC26020F30	24-May-2022	23-May-2025	30-Apr-2027

Product Number	Product Description	Serial Number	Start Date (SmartNet Contract)	End Date (SmartNet Contract)	End of Support
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VT	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VH	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VF	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VE	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VD	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VC	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306V9	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UY	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UW	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UV	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306WH	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306W6	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306W4	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306W1	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306W0	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VY	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VW	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306VU	24-May-2022	23-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC260306UM	24-May-2022	23-May-2025	30-Apr-2027

Product Number	Product Description	Serial Number	Start Date (SmartNet Contract)	End Date (SmartNet Contract)	End of Support
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC22220BQF	24-May-2022	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC22480192	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC224801DY	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC224801FE	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC24210EFR	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC24210ZUG	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC24210G4H	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC243805BY	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	FJC24481JMS	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	FJC25231R6Q	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	FJC25241AHS	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC255204J4	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	FJC25181D86	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC264802FT	27-May-2024	26-May-2025	30-Apr-2027
AIR-AP1832I-E-K9	802.11ac Wave 2; 3x3:2SS; Int Ant; E Reg Domain	KWC264802ZU	27-May-2024	26-May-2025	30-Apr-2027
WSA-S190-K9	Cisco S190 Web Security Appliance	F80F6FE21698-FCH2243V1GS	N/A	N/A	30-Sep.-2025
AIR-CT3504-K9	Cisco 3504-AIR-CT3504-K9 controller	FCW2305M0JF	27-May-2024	26-May-2025	31-Jan.-2027
C1-CISCO1921/K9	Cisco one ISR 1921 Router	FGL211723FA	N/A	N/A	30/6/2023
ISR4431/K9		FOC26273WPP	N/A	N/A	
ISR4431/K9		FOC26273WPJ	N/A	N/A	

Product Number	Product Description	Serial Number	Start Date (SmartNet Contract)	End Date (SmartNet Contract)	End Support of
ISR4431-VSEC/K9	Cisco ISR 4431 Bundle with UC & Sec Lic, PVDM4-64	FCZ2629R4NL	18-Sep-2022	17-Sep-2025	30-Nov-2028
ISR4431-VSEC/K9	Cisco ISR 4431 Bundle with UC & Sec Lic, PVDM4-64	FCZ2629R4PP	18-Sep-2022	17-Sep-2025	30-Nov-2028
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2633Y1N3	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2633Y1GT	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2632Y LXV	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2632YC55	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2632Y LX9	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2632Y LRX	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2632Y LQ5	05-Nov-2022	04-Nov-2025	
C9300L-48P-4X-A	Catalyst 9300L 48p PoE, Network advantage,4x10G Uplink	FOC2416LGJW	05-Nov-2022	04-Nov-2025	
FPR2140-NGFW-K9	Cisco Firepower 2140 NGFW Appliance, 1U, 1 x NetMod Bay	FCZ2637R4Q2	24-Jul-2024	23-Jul-2026	
FPR2140-NGFW-K9	Cisco Firepower 2140 NGFW Appliance, 1U, 1 x NetMod Bay	FCZ2637R4PR	24-Jul-2024	23-Jul-2026	
C9407R	Cisco Catalyst 9400 Series 7 slot chassis	FOX2640PFL0	24-Jul-2024	23-Jul-2026	
C9407R	Cisco Catalyst 9400 Series 7 slot chassis	FOX2611P24G	24-Jul-2024	23-Jul-2026	
C9407R-96U-BNDL-A	Catalyst 9400 Series 7 slot, 1xSup, 2xLC, DNA-A LIC	FOX2709P7YN	04-Aug-2023	03-Aug-2026	
C9407R-96U-BNDL-A	Catalyst 9400 Series 7 slot, 1xSup, 2xLC, DNA-A LIC	FOX2709P7YK	04-Aug-2023	03-Aug-2026	
ProLiant DL360-G10	HP ProLiant DL360 G10 (host virtual ISE and virtual FMC)	CZJ21226N3	N/A	N/A	
UCS-C220-M5	Cisco Prime UCS C220 M5	WMP26170155	24-Jul-2024	23-Jul-2026	
	Catalyst2960 Poe-24 series switch	FCQ1712X1VN	Old hardware. No need to have a Smartnet contract.		
	Catalyst 2960 series switch	FOC1423Y17U			
	Catalyst2960 S-series switch	FOC1721Z4UX			
WS-C3560X-24P-S	Switch Cisco catalyst 3560-X series PoE+	FDO1427K12L			
	Switch Cisco catalyst 3650 48PoE + 4x10G	FDO2402M17C			

Product Number	Product Description	Serial Number	Start Date (SmartNet Contract)	End Date (SmartNet Contract)	End Support of
	Switch Cisco Catalyst 2960 plus seriesPoe de 24 ports	FOC2126Z23Q			
	Cisco catalyst 2960 Series Switch	FOC1425Y57H			
WS-C3560X-24P-S	Switch Cisco catalyst 3560-X Poe +	FDO1427K0ZU			
WS-C3560X-24P-S	Switch Cisco catalyst 3560-X Poe+	FDO1426K1NB			
	Switch Cisco catalyst 3650 48PoE + 4x10G	FDO2402M15N			

4.1.2 List of network equipment licenses eligible for renewal under the maintenance contract: Renewal of non-perpetual licenses.

Product Number	License feature	Type	Quantity	Expires	Comments
WSA-WSP-LIC	Iron Port Sophos Anti-malware	CLASSIC	100	18-Oct.-2024	To renew
WSA-WSP-LIC	IronPort Web reputation Filters	CLASSIC	100	18-Oct.-2024	To renew
L-FPR2140T-TMC=	Cisco FPR2140 threat Defense URL Filtering License	SMART	2	11-Aug-2025	To renew
WSA-AMP-LIC	Iron Port File reputation for WSA	CLASSIC	100	18-Oct.-2024	To renew
WSA-WSP-LIC	IronPort Webroot	CLASSIC	100	18-Oct.-2024	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Assurance Lic.	SMART	4	30-Jul-2026	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Assurance Lic.	SMART	4	09-Dec-2025	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Assurance Lic.	SMART	3	30-Sep-2025	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Assurance Lic.	SMART	8	24-Oct.-2025	To renew
L-FPR2140T-TMC=	Cisco FPR2140 threat Defense threat Protection License	SMART	2	11-Aug-2025	To renew
ISE-E-LIC	ISE Essentials	SMART	300	30-Aug-2025	To renew
ISE-E-LIC	ISE Essentials	SMART	100	31-Oct.-2024	To renew
L-AC-PLS-LIC=	Cisco AnyConnect Plus License	SMART	150	12-Aug-2025	To renew
WSA-WSP-LIC	Cisco IronPort Web Usage Controls	CLASSIC	100	18-Oct.-2024	To renew
ISE-A-LIC	ISE Advantage	SMART	300	30-Aug-2025	To renew
WSA-AMP-LIC	Iron Port File Analysis for WSA	CLASSIC	100	18-Oct.-2024	To renew
ISE-P-LIC	ISE Premier	SMART	250	31-Jul-2024	To renew
ISE-P-LIC	ISE Premier	SMART	300	30-Aug-2025	To renew

Product Number	License feature	Type	Quantity	Expires	Comments
PI-LFAS-T.	Prime Infrastructure 3.x, Lifecycle Lic.	SMART	3	30-Sep-2025	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Lifecycle Lic.	SMART	8	24-Oct.-2025	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Lifecycle Lic.	SMART	4	30-Jul-2026	To renew
PI-LFAS-T.	Prime Infrastructure 3.x, Lifecycle Lic.	SMART	4	09-Dec-2025	To renew
D-DNAS-EXT-S-T.	Cisco Spaces extend Cloud - Switching	SMART	2	09-Dec-2025	To renew
D-DNAS-EXT-S-T.	Cisco Spaces extend Cloud - Switching	SMART	2	30-Jul-2026	To renew
D-DNAS-EXT-S-T.	Cisco Spaces Extend Cloud - Switching	SMART	8	24-Oct.-2025	To renew
C9300L-DNA-A-48	C9300L 48P DNA Advantage	SMART	8	24-Oct.-2025	To renew
L-FPR2140T-TMC=	Cisco FPR2140 threat Defense malware Protection License	SMART	2	11-Aug-2025	To renew
TE-EMBEDDED-T.	ThousandEyes Enterprise Agent tests	SMART	3	30-Sep-2025	To renew
TE-EMBEDDED-T.	ThousandEyes Enterprise Agent tests	SMART	2	09-Dec-2025	To renew
C9400-DNA-A	C9400 DNA Advantage	SMART	3	30-Sep-2025	To renew
C9400-DNA-A	C9400 DNA Advantage	SMART	2	09-Dec-2025	To renew
TE-EMBEDDED-T.	ThousandEyes Enterprise Agent tests	SMART	2	30-Jul-2026	To renew
C9400-DNA-A	C9400 DNA Advantage	SMART	2	19-Aug-2026	To renew
LIC-EXP-AN	Expressway Advanced Networking	CLASSIC	2	never	Perpetual
L-ISE-TACACS=	Maximum number of nodes entitled to TACACS+ transactions	SMART	50	never	Perpetual
L-MGMT3X-93XX-K9	Prime Infrastructure 3.x, Assurance Lic.	SMART	8	never	Perpetual
LIC-EXP-TURN	TURN Relay	CLASSIC	2	never	Perpetual
LIC-EXP-AN	Expressway Advanced Networking	CLASSIC	2	never	Perpetual
ER12-USR-1	Emergency Responder User License	SMART	1	never	Perpetual
UCM-12X-BAS-UCL	UC Manager Basic License	SMART	150	never	Perpetual
LIC-EXP-SERIES	Expressway Series Feature Set	CLASSIC	4	never	Perpetual
WSA-S190-K9	IronPort L4 Traffic Monitor	CLASSIC	1	never	Perpetual
UCXN-12X-SCPORTS	Speech Connect Port Licenses	SMART	2	never	Perpetual
SL-44-SEC-K9	ISR_4400_Security	SMART	2	never	Perpetual
LIC-EXP-E	Expressway-E feature set 1.0	CLASSIC	2	never	Perpetual
BE-12X-UWLS-STR	Unity Connection Enhanced Messaging User Licenses (12.x)	SMART	5	never	Perpetual
BE-12X-UWLS-STR	Unity Connection Enhanced Messaging User Licenses (12.x)	SMART	30	never	Perpetual

Product Number	License feature	Type	Quantity	Expires	Comments
LIC-EXP-ROOM	Expressway Room License	CLASSIC	1	never	Perpetual
L-MGMT3X-PI-BASE	Prime Infrastructure 3.x, BASE Lic.	SMART	1	never	Perpetual
C3650-48-L-S	C3650_48_lpbases	SMART	5	never	Perpetual
C3650-48-L-S	C3650_48_lpbases	SMART	1	never	Perpetual
C9300L-NW-A-48	C9300L 48P DNA Advantage	SMART	8	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
LIC-EXP-E	Expressway-E feature set 1.0	CLASSIC	2	never	Perpetual
SL-44-UC-K9	ISR_4400_UnifiedCommunication	SMART	2	never	Perpetual
LIC-SW-EXP-K9	LIC-SW-EXP-K9	CLASSIC	1	never	Perpetual
R-ISE-VMM-K9=	ISE VM	SMART	1	never	Perpetual
BE-12X-UWLS-STR	BE6000 Starter Bundle UWL 35 (12.X)	SMART	1	never	Perpetual
LIC-EXP-TURN	TURN Relay	CLASSIC	2	never	Perpetual
LIC-EXP-GW	Expressway GW feature set	CLASSIC	4	never	Perpetual
LIC-CT3504-1A	WLC 5520 or WLC 8540 or WLC 3504 Access point License	SMART	30	never	Perpetual
LIC-CT3504-1A	WLC 5520 or WLC 8540 or WLC 3504 Access point License	SMART	15	never	Perpetual
L-MGMT3X-93XX-K9	Prime Infrastructure 3.x, Lifecycle Lic.	SMART	8	never	Perpetual
C9400-NW-A	C9400 Network Advantage	SMART	2	never	Perpetual
C9400-NW-A	C9400 Network Advantage	SMART	1	never	Perpetual
C9400-NW-A	C9400 Network Advantage	SMART	2	never	Perpetual
UCM-12X-ENH-UCL	UC Manager Enhanced License	SMART	73	never	Perpetual
LIC-TP-12X-ROOM	UC Manager Telepresence Room License	SMART	1	never	Perpetual
UCM-12X-ENH-UCL	UC Manager Enhanced License	SMART	19	never	Perpetual
LIC-EXP-DSK	UC Manager Enhanced License	SMART	127	never	Perpetual
NONE	Firepower threat Defense Base Features	SMART	2	never	Perpetual

Product Number	License feature	Type	Quantity	Expires	Comments
LIC-EXP-SERIES	Expressway Series Feature set	CLASSIC	4	never	Perpetual
WSA-S190-K9	Iron Port Cisco AnyConnect SM for AnyConnect	CLASSIC	1	never	Perpetual
WSA-S190-K9	IronPort Web Proxy & DVS Engine	CLASSIC	1	never	Perpetual
LIC-EXP-GW	Expressway GW Feature set	CLASSIC	4	never	Perpetual
WSA-S190-K9	Iron Port HTTPS Decryption	CLASSIC	1	never	Perpetual
SF-FMC-VMW-2-K9	Firepower MCV Device License	SMART	2	never	Perpetual

4.2 Systems (equipment, licenses and media)

For systems, the services are for the equipment and software listed below.

these include:

- Corrective maintenance of equipment ;
- Preventive maintenance of equipment
- Equipment update maintenance
- Renewal of hardware and software media, if possible.

List of system equipment concerned by the maintenance contract: Corrective, preventive, update maintenance and renewal of manufacturer support if the equipment is still under manufacturer support.

At the beginning of maintenance, the provider will repair, as much as possible, equipment that has malfunctions. This intervention is ad hoc. It will be billed, as an option and only once, separately from the maintenance contract.

Product Description	Product Number	Serial Number	Current manufacturer warranty or support	Comments
LENOVO SR 850 Server	7X19T15M00	J30266XF	31/5/2026	Maintenance and manufacturer support, if possible
LENOVO SR 850 Server	7X19T15M00	J30266XG	31/5/2026	Maintenance and manufacturer support, if possible
LENOVO SR 850 Server	7X19T15M00	J30266XK	31/5/2026	Maintenance and manufacturer support, if possible
LENOVO SR 850 Server	7X19T15M00	J30266XH	31/5/2026	Maintenance and manufacturer support, if possible
IBM Storwize V7000 Type 2076-624 (Storage)	2076 624, EID:000435	7825K3G	NO.	Maintenance and manufacturer support, if possible
IBM Storwize V7000 Type 2076-624 (Storage)	2076 624, EID:000435	7825KAT	NO.	Maintenance and manufacturer support, if possible
IBM M-P 3555 L3A TS4300(backup robot)	3555-L3A	78-00A7N	NO.	Maintenance and manufacturer support, if possible
IBM SAN SWITCH 48B-5	2498-F48	130690W	NO.	Maintenance and manufacturer support, if possible
IBM SAN SWITCH 48B-5	2498-F48	130689X	NO.	Maintenance and manufacturer support, if possible
IBM SAN SWITCH 48B-5	2498-F48	130690V.	NO.	Maintenance and manufacturer support, if possible
Switch IBM SAN 48B-5	2498-F48	130690R	NO.	Maintenance and manufacturer support, if possible
IBM MTM Server: 7944-82G	794482G	KD19LGG	NO.	Maintenance only (FAN fault)
IBM MTM SERVER:7944-82G.	794482G	KD19LGP	NO.	Maintenance only
IBM MTM Server: 7944-82G	794482G	KD19LGT	NO.	Maintenance only
IBM MTM Server: 7944-82G	794482G	KD19LGH	NO.	Maintenance only
IBM MTM Server: 7944-12G	794412G	KD19TFL	NO.	Maintenance only
IBM MTM Server: 7944-82G	794482G	KD19LGR	NO.	Maintenance only (FAN fault)
IBM MTM Server: 7944-82G	794482G	KD19LGN	NO.	Maintenance only
IBM MTM Server: 7944-82G	794482G	KD19LGK	NO.	Maintenance only (DASD fault...)
IBM MTM:7944-82G SERVER	794482G	KD19LGL	NO.	Maintenance only

Product Description	Product Number	Serial Number	Current manufacturer warranty or support	Comments
IBM MTM Server: 7944-82G	794482G	KD19LGF	NO.	Maintenance only
IBM MTM Server: 7944-12G	794412G	KD19TFH	NO.	Maintenance only (FAN fault)
IBM MTM Server: 7944-82G	794482G	KD19LGM	NO.	Maintenance only
IBM Storage DS3524 (legacy array - RDC)	69Y0259	1S1746C4A13M0D9Z	NO.	Maintenance only
IBM Storage DS3524 (old array - 6th floor)	69Y0259	1S1746C4A13M0DA2	NO.	Maintenance only
(1723-HC1) IBM KVM LCD	46M5213	1723HC123HY628	NO.	The display will no longer turn on. To be replaced
(1723-HC1) IBM KVM LCD	46M5213	172317X23CY887	NO.	Maintenance only
IBM M/T 3573 2 UL (old robot 6th floor)		78V1502	NO.	Not used. No maintenance
TS3100 IBM (former robot RDC)		78V1385	NO.	Not used. No maintenance
IBM SAN switch type 249824E (old switch 6th floor)	249824E	10137NZ	NO.	Maintenance only
IBM SAN switch type 249824E (former RDC switch)	249824E	10137NV	NO.	Maintenance only

4.3 Datacentre, ground floor Server Room, Stabilisers Room (equipment, Licensing and Support)

For other equipment and solutions in the Datacentre, ground floor Server Room and Stabilisers Room, the services are for the equipment, software and solutions below.

these include:

- Corrective maintenance of equipment and solutions;
- Preventive maintenance of equipment and solutions
- Update maintenance of equipment and solutions
- License renewals for installed solutions
- Hardware and software media renewal.

List of other equipment and solutions in the Datacentre, ground floor server room and stabiliser room affected by the maintenance contract: Corrective, preventive, evolutionary maintenance, renewal of non-perpetual licenses and renewal of manufacturer support if the equipment is still under manufacturer support.

At the start of maintenance, the service provider will replace the faulty displays on the precision air conditioners. This intervention is ad hoc. It will be billed, as an option and only once, separately from the maintenance contract.

Category	Solution	Description / Brand	Product number	Serial Number	Comments
Precision air conditioner	Precision Air Conditioner Unit 1	STULZ GmbH Hamburg	CRS 211 AMP	15015926	Maintenance and manufacturer support, if possible
	Precision Air Conditioner Unit 2	STULZ GmbH Hamburg	CRS 211 AMP	15015925	Maintenance and manufacturer support, if possible (led display of precision cabinet unit 2 defective, therefore, to be changed by the service provider)
	Precision Air Conditioner Unit 3	STULZ GmbH Hamburg	CRS 211A.	15015927	Maintenance and manufacturer support, if possible (led display of precision cabinet unit 3 defective, therefore, to be changed by the service provider)
	Precision Air Conditioner Unit 4	STULZ GmbH Hamburg	CRS 211 AMP	15015924	Maintenance and manufacturer support, if possible
Comfort air conditioner	Comfort air conditioner 1	LG	BS-Q246K3A1	807HAER50620	Maintenance to be done by EBID's internal provider
	Comfort air conditioner 2	LG	BS-Q246K3A1	806HAUJC6670	Maintenance to be done by EBID's internal provider
	Comfort air conditioner 3	LG	S4-Q18KL3QA	811HAERD2252	Maintenance to be done by EBID's internal provider

Category	Solution	Description / Brand	Product number	Serial Number	Comments
	Comfort air conditioner 4	LG	BS-Q246K3A1	812HAYE87634	Maintenance to be done by EBID's internal provider
UPS	Ups 1	Symmetra PX 48kVA / 48kW (Schneider electric)	SYCF48KH	QD1840140090	Maintenance and manufacturer support, if possible
	Ups battery tray 1	Symmetra PX Battery Enclosure	SYCFXR48	QD1835240201	Maintenance and support fabricant, si possible
	Ups 2	Symmetra PX 48kVA / 48kW (Schneider electric)	SYCF48KH	QD1840140428	Maintenance and support fabricant, si possible
	Ups battery tray 2	Symmetra PX Battery Enclosure	SYCFXR48	QD1835240204	Maintenance and support fabricant, si possible
Stabiliser regulator /	Stabiliser 1	ORTEA ORION PLUS	3 -PHASE VOLTAGE STABILIZER CODE: SP080KEAB0P417A	P4170615-0419	Maintenance and support fabricant, si possible
	Stabiliser 2	ORTEA ORION PLUS	3 -PHASE VOLTAGE STABILIZER CODE: SP080KEAB0P417A	P4710614-0419	Maintenance and support fabricant, si possible
Fire safety system	SSI Datacenter	DEF	POLARIS 2/6/10	2016.03.79	Maintenance and manufacturer support, if possible (01 control panel with 01 cards, 2 IG55 gas cylinders of 300 bar each, 6 detectors, 01 GSM transmitter)
		DEF	POLARIS C2/6/10	2018.11.11	Maintenance and manufacturer support, if possible (01 control panel with 02 cards, 3 IG55 gas cylinders of 300 bar each, 16 detectors, 01 GSM transmitter)

Category	Solution	Description / Brand	Product number	Serial Number	Comments
	SSI rooms RDC server and stabilizer	DESAUTEL	ECS-DECT EVOLUTION DEA	Q0321	Maintenance and manufacturer support, if possible (01 plant with 01 cards, 02 NOVEC gas cylinders of 50 kg of gas each, 10 detectors)
Access control	Datacenter Access Control	BODET SOFTWARE	ILV4 MODULAR	Business software version:V1.1cl 25/09/13	Manufacturer maintenance and support, if possible (01 Bodet control panel, 08 SUPREMA drives, 04 suction cups, 02 concentrators, 01 power supply for 8 drives, 01 power supply for 04 suction cups,)
	Access control rooms RDC server and stabilizer	HIKVISION	DS-18001	DS-K2604T20211028V010004ENJ53378925	Manufacturer maintenance and support, if possible (01 DS-18001 control panel and 04 HIKVISION readers)
Anti-intrusion	Anti-intrusion	MP500/8 PANEL CONTROL	ELKRON	EN 501316-3:2009 Grade2-3 Class II.	Manufacturer maintenance and support, if possible (01 control panel, 03 keypads, 06 infrared presence detectors)
Video surveillance	Video Surveillance Server	MILESTONE HUSKY M50	HM50-32TR-8	TSBI71019110	Manufacturer maintenance and support, if possible (01 server, 05 HIKVISION cameras)

Category	Solution	Description / Brand	Product number	Serial Number	Comments
Supervision	Supervisory system	NetBotz Rack Monitor 570 / Sensor Pod 150 External	NBRK0570/ NBPD0150	QA1840170656 ZA1835034155 ZA1922002566 ZA1835034092	Manufacturer Maintenance and Support, if possible (01 NetBotz Rack Monitor 570, 03 Sensor Pod 150 External, 08 Temperature/Humidity Multisensors, 07 Temperature Sensors)
	DCIM (PDU supervision software)	Sunbird	Power IQ	4e0504fc-7413-4760-81f5-b494147e1249	The expiry date for all 20 PowerIQ licenses is 24/01/2027

V. LOCATION AND DURATION OF THE MISSION

The mission will take place at the EBID headquarters in Lomé, Togolese Republic.

The service will be provided for a period of one (01) year from 1 January 2025. It will be automatically renewable unless one of the parties gives notice to the contrary. This renewal is conditional on a satisfactory evaluation of service.

VI. WORKING LANGUAGES

Offers should be submitted in English and/or in French.

If deliverables are supplied, they must be in English and French.

VII. MODALITIES OF IMPLEMENTATION

The practical arrangements for carrying out the above-mentioned mission will be defined in the maintenance contract to be concluded between the various parties.

VIII. FIRM PROFILE

8.1 Qualification and experience of the provider

The services must be provided by a firm (legal entity) with proven experience (to be justified) in Datacentre and network maintenance in general, and Cisco, IBM/Lenovo and Schneider equipment in particular.

They must have considerable experience in driving similar project. The firm must demonstrate proven experience and knowledge of the banking sector. Good experience with financial institutions operating in ECOWAS countries would be an advantage.

The firm must demonstrate a very good financial capacity (**evidence to be attached to the technical offer**).

They **must prove** by a document from the manufacturer or publisher, on its behalf (**a direct partnership without passing through another intermediary**), the following qualifications:

- be an authorised partner for the implementation and maintenance of Cisco equipment;
- be an authorised partner for the implementation and maintenance of IBM / Lenovo equipment;
- be an approved partner for the implementation and maintenance of Schneider equipment;
- be an approved partner for the implementation and maintenance of STULZ precision air conditioners;
- be an authorised partner for the implementation and maintenance of BODET / HIKVISION access control solutions;

- Be an approved partner for the implementation and maintenance of DEF / DESAUTEL SSI.

8.2 Qualification and experience of key personnel

The firm must propose a core team of experts with in-depth and proven experience (to be justified) in implementing Datacentre solutions, in networks with Cisco equipment and solutions, in systems with IBM/Lenovo equipment and solutions, in SSI DEF/Desautel and in Schneider UPS.

They must provide the curricula vitae, diplomas and certificates for each member of the team.

The firm must also provide proof that each member of the team is actually part of its staff, or a formal contract signed between the team member and the firm specifying availability during the assignment. These documents are mandatory. Only key experts will be scored and a key expert without this requested evidence will be scored zero (0).

The main team must be composed of:

- One (01) Cisco Certified Expert
- One (01) IBM / Lenovo Certified Expert;
- One (01) STULZ-trained expert;
- One (01) Schneider UPS Certified Expert;
- One (01) expert trained in DEF / DESAUTEL SSI;
- One (01) expert trained in BODET / HIKVISION;
- One (01) Information Systems Security Expert.

They may complement the core team with support experts in the areas listed above.

All key experts must have excellent analytical skills, be rigorous, methodical, multi-skilled, autonomous and responsive, with a flair for teamwork and interpersonal skills, and adaptability.

The key experts must have the following profiles (must be supporting documents):

8.2.1 - Certified Cisco Expert:

They must have at least an engineering degree (at least 5 years post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

They must, among other things:

- have at least seven (7) years of experience in the implementation of complex computer networks.
- have completed at least three (3) missions during the last five years, in the definition of complex network architectures;
- knowledge of international institutions or public administration;
- have a very good knowledge of the banking environment;

- have a good command of French **and** English.

They must have strong expertise in the following areas:

- designing and optimising the performance of computer networks (local, man and WAN);
- design and optimisation of virtualised data centre components and SAN/NAS systems
- deploying and configuring it network and data centre security solutions
- organisational processes for maintaining and administering network infrastructures and data centres.

They must have Cisco professional certifications, to be justified by certificates verifiable online (minimum CCNP Enterprise, CCNP Security, CIE Infrastructure, CCIE Security, ...);

8.2.2 - **Certified IBM / Lenovo Expert:**

They must have at least an engineering degree (at least 5 years of post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

It must, among other things:

- have at least five (5) years of experience in the implementation of system environments (servers, storage, SAN).
- have completed at least three (3) recent missions during the last five years, in the implementation of a SAN solution under IBM / Lenono / Dell;
- **Must have a professional certification, specialised Storage, IBM and/or Lenono, and/or Dell;**
- knowledge of international institutions or public administration;
- have a very good knowledge of the banking environment;
- have a good command of French **and** English

8.2.3 - **STULZ-trained expert:**

they must have at least an engineering degree (at least 5 years of post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

they must, among other things:

- have at least five (5) years of experience in the implementation of datacentre environments, particularly precision air conditioning solutions.
- have completed at least three (3) recent missions during the last five years, in the implementation of a precision air conditioning solution for Datacentre or complex server room;
- **Must justify technical training in STULZ brand precision air conditioner or equivalent;**
- Knowledge of international institutions or public administration;
- Have a very good knowledge of the banking environment;
- Have a good command of French **and** English

8.2.4 - **Certified Schneider inverter expert:**

They must have at least an engineering degree (at least 5 years of post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

They must, among other things:

- have at least five (5) years of experience in the implementation of data centre inverters, particularly Schneider solutions.
- have carried out at least three (3) recent missions during the last five years, in the implementation of inverters for Datacentre or complex server room;
- **Must have a technical certification in Schneider inverter** ;
- Knowledge of international institutions or public administration;
- Have a very good knowledge of the banking environment;
- Have a good command of French **and** English

8.2.5 - **Expert trained in SSI DEF / DESAUTEL:**

They must have at least an engineering degree (at least 5 years of post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

They must, among other things:

- have at least five (5) years of experience in the implementation of fire safety system solutions (automatic fire detection and extinguishing).
- have completed at least three (3) recent missions during the last five years, in the implementation of fire safety system solutions (automatic fire detection and extinguishing). ;
- **Must justify a DEF or DESAUTEL technical SSI training** ;
- knowledge of international institutions or public administration;
- have a very good knowledge of the banking environment;
- have a good command of French **and** English

8.2.6 - **Expert trained in BODET / HIKVISION:**

They must have at least an engineering degree (at least 5 years of post-secondary education) or a master's degree in computer science, telecommunications or information and communication technologies (ICT) or any other equivalent field.

They must, among other things:

- have at least five (5) years of experience in implementing access control and video surveillance solutions.
- to have carried out at least three (3) recent missions during the last five years, in the implementation of solutions for access control and video surveillance, including at least one (01) mission for access control and one (01) mission for video surveillance;
- **must justify technical training in equipment and implementation of BODET or HIKVISION brand solutions** ;
- knowledge of international institutions or public administration;
- have a very good knowledge of the banking environment;

- have a good command of French **and** English

8.2.7 - Information Systems Security Expert:

The information systems security expert must have at least an engineering degree (at least 5 years' higher education) or a master's degree in computing, telecommunications or Information and Communication Technologies (ICT) or another equivalent field.

They must, among other things:

- have at least seven (7) years of experience in the implementation and implementation of security systems.
- to have carried out at least three (3) recent missions during the last five years, in the definition of complex network architectures, and the implementation of a security management system.
- knowledge of international institutions or public administration and proven experience in the development of master plans;
- have proven and in-depth knowledge of networks, systems and security of information systems:
 - Networks: Routing Protocols, LAN Switching, TCP/IP, Fiber Optic, VoIP, firewalls, Proxy, etc.
 - Systems: E-mail systems, Groupware, intranet, LDAP directories, Active Directory, operating systems, Windows, Unix/linux, etc.
 - Safety: Risk assessment methods, Information Security Management System (ISO 27000 family).
- Technical knowledge: Intrusion detection and prevention systems, firewalls, VPN, PKI, backup and restoration, supervision, equipment Protection System, Data Center, Virtualization, Cloud Computing, etc.
- Have a very good knowledge of the banking environment;
- Have a good command of French **and** English;

IX. BID EVALUATION SCHEDULE

The Bank will evaluate and compare tenders which it has previously determined to be substantially in conformity with the provisions of the tender documents.

Tenders declared admissible for preliminary assessment shall be evaluated as follows:

- a technical assessment that accounts for 80% of the overall rating
- an evaluation of the financial offer, accounting for 20% of the overall score.

The overall score (NG) will be calculated as follows:

$$NG = 80 \% * NT + 20 \% * NF,$$

With NT: Technical Note and NF: Financial Note.

The analysis process will be as follows:

1. Analysis of technical offers on file, awarding a technical note (NT) on 100 points;
2. For offers with NT \geq 80, analysis of financial offers, award of a financial rating (NF);
3. Calculation of the overall score (NG);
4. Final choice of provider.

9.1 Evaluation of Technical Note (NT):

The bidders' bid will be evaluated, with regard to the technical note, the latter will consist of two stages:

Technical offer rating criteria (criteria)	Weight
Qualifications and experiences of the provider (references, experiences, abilities, understanding, ...)	30
SLA, methodology, conformity of presentation of the offer	15
Manufacturer and publisher approval (technical support, partnership level, sales, implementation): Cisco, IBM/Lenovo, Schneider, Stulz, Bodet, Hikvision, DEF, Desautel	15
Qualifications and experiences of key personnel	40
	100

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

9.2 Financial Rating Evaluation (NF):

Financial ratings will be determined by weighting the proposed amount of the financial offer against the minimum proposed amount of financial offers.

NF = (minimum offer amount / offer amount) *100.

9.3 overall Rating (NG):

The overall score (NG) will be calculated as follows:

$NG = 80 \% * NT + 20 \% * NF,$

X. SUBMISSION OF BIDS

BIDS MUST BE PLACED IN ONE (1) SEALED BIG ENVELOPE CONTAINING TWO (2) SEPARATE SMALL ENVELOPES:

1) Envelope n°1 containing **three hard copies** of the technical offer (one (01) original + two (2) copies), an electronic version of the technical offer (CD or USB stick), administrative documents (documents attesting to the legal existence of the provider, the up-to-date payment of social security and tax clearance certificates) and any document deemed essential for the completion of the contract, except the financial aspects. **It is specified that the documents attesting to the legal existence of the provider and the up-to-date payment of social security and tax clearance certificates constitute a condition precedent for the admissibility of the offer;**

2) An envelope n°2 containing **three hard copies** of the financial offer expressed in USD (one (01) original + two (2) copies) and an electronic version of the financial offer (CD or USB stick).

The financial offer must be detailed, and the firm must show the cost per expert in day/man and per task. Only the main consultants are billed. Total costs must be in numbers and letters.

Financial offers must be expressed excluding taxes and customs duties. The bidder must commit to a period of validity of its financial offer of **at least one hundred and twenty (120)** days, starting from the deadline for receipt of bids set out below. Financial offers that do not meet the above criteria shall not be considered, and the firm will therefore be disqualified once and for all, even if it is technically qualified.

The provider is informed that the copy indicated '**original**' of both the technical and the financial offers will prevail over any other version of the document.

The sealed envelope containing the two numbered and sealed envelopes must be labelled as follows:

**'Offer for renewal of maintenance contracts (data centre, networks, systems)',
"To be opened only in session".**

The deadline for submission of applications is **SEPTEMBER 03, 2024 at 10:00 a.m.**

Bids must be submitted at:

**ECOWAS Bank for Investment and Development
DASG Secretariat. **Office 505 D (5th floor, right wing of the building)**
128, Bd. Of 13 January BP 2704 Lomé – Togo
TEL. +(228) 22 21 68 64– Fax: +(228) 22 21 86 84**

Any offer submitted by e-mail shall be rejected.

EBID will only recognise bids submitted on or before the date and time indicated above. **The technical proposal opening will take place on September 03, 2024 at 10:30 a.m. in the EBID conference room (dome).**

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

Quantities can be reduced or increased by 30%.

For further information, please send your requests for clarification to the following e-mail addresses: ichabimougnan@bidc-ebid.org/secretariatdasg@bidc-ebid.org.

Lomé, July 30, 2024

The Person Responsible
For Public Contracts