



Central Securities Clearing System PLC

Request for Proposal:

Upgrade of Core Network Infrastructure

REFERENCE NO: CSCS/IT/UCNI/05/2024

The return date for responses against this RFP is **9th February 2024** delivered in the requested manner and to the address advised. Late responses will not be considered. Note that proposals submitted that do not meet stipulated criteria shall be considered non-responsive.

Document Classification: CSCS Non-Confidential



27thFebruary 2024

Dear Sir,

TITLE Upgrade of Core Network Infrastructure

Ref: CSCS/IT /UCNI/05/2024

You are invited to submit your proposal against the requirements detailed in the Request for Proposal (RFP) attached. The information contained within this invitation shall be treated as “Commercial in Confidence” and shall also be subject to the terms of any related Non-Disclosure Agreement signed by the parties.

Part 1 of the RFP gives you information about Central Securities Clearing System PLC.

Part 2 is for you to answer and provide details as requested to support your proposal.

Proposers are requested to provide a copy of their proposal in electronic format (either Microsoft Office or PDF). Submissions to this RFP must be returned by the time stated. Central Securities Clearing System Plc. will not consider late submissions.

Queries

All queries should only be directed to the undersigned. We look forward to receiving your

responses soon. Yours faithfully,

Project Management Office

pmoffice@cscs.ng



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| i | Letter of Invitation | For Information |
| ii | Introduction | For Information |
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| iv | Service Providers Actions Required for this RFP | For Information |
| A | Service Providers Declaration | For Completion |
| B | Service Provider Information Questionnaire | For Completion |
| C | Statement of Requirements | For Information |
| | <i>Project Introduction</i> | For Information |
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| | <i>Document Requirements</i> | For Information |
| D | Methodology/Description of the Solution Approach | For Completion |
| E | Price Schedule | For Completion |
| F | Evaluation Criteria | For Information |
| G | Bid Securing Declaration | For Completion |

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Part 1

1. Introduction

1.1 Procurement Policy on Bribery and Corruption

Central Securities Clearing System (CSCS) Plc strictly adheres to professional work ethics and emphasizes zero tolerance for bribery and any other forms of corruption. It is our policy that service providers involved in offering bribes will be disqualified and excluded from any potential engagement opportunity.

1.2 Executive Summary of Project

This RFP is an invitation to prospective proponents to submit proposals for the implementation of the **Upgrade of CSCS Core Network Infrastructure**.

The successful company should be able to manage and meet the requirements for this activity. The purpose of this RFP is to seek information from potential bidders with the intention to establish an agreement between CSCS and the successful bidder. The contract that follows this process shall bind CSCS and the successful bidder to perform in a specific way for an agreed duration to be agreed in the contract in the event of the formation of the same.

2. Terms Governing This RFP

2.1 Recipients of this RFP are required to read all the information supplied and have a clear understanding of Central Securities Clearing System Plc requirements. Further information can be made available by contacting the nominated people listed in this RFP.

2.2 It is a condition of this RFP that all mandatory requirements (indicated in the body of text by the word “must” or expressed or implied accordingly) are met in full. Responses and proposals that do not conform to mandatory requirements will be deemed to be made on the basis that conformance is implied by the proposer. The contents of proposals must be submitted in the same order as that specified in this RFP.

2.3 Pricing should include details of all costs related to software, required hardware, conversion of existing data, installation, training, final implementation, and annual support costs.

2.4 All communication relating to this RFP must be directed to the specified key contact persons listed below. All other communications between a respondent and CSCS staff concerning this.

RFP are prohibited. In no instance is the respondent to discuss cost information contained in a proposal with the CSCS contact persons or any other staff before proposal evaluation. Failure to comply with this section WILL result in disqualification of the proposal.

2.5 Central Securities Clearing System (CSCS) Plc will select the successful proposal based upon several evaluation factors including features outlined in the RFP; company stability, experience executing similar projects; implementation plan and price. The selection will be decided based on the proposal submitted by a qualified proposer that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals.

2.5 This RFP is a request for proposal for the implementation of the Upgrade of Core Network Infrastructure for CSCS. It is not a contract, and no contractual obligations shall arise on behalf of CSCS. CSCS will not be liable for any costs incurred in the preparation and submission of a response to this RFP.

2.7 CSCS shall deduct Withholding Tax from payments to service provider (successful bidder) to account for that tax to the local tax authorities. Any agreement with the successful bidder shall be subject to CSCS being entitled to make these deductions so that CSCS will not bear an unnecessary additional cost. Service providers can usually claim a credit against their tax liabilities in respect of the Withholding Tax deducted by CSCS.

2.8 In addition to submitting a proposal in response to this request, all proposals should be sent with written confirmation that there are no conflict-of-interest issues that will prevent the firm from taking up this engagement.

2.9 CSCS shall evaluate proposals based on their responsiveness to the requirements of this RFP as outlined above. Each responsive proposal will be given a score. A proposal shall be rejected at this stage if it fails to meet the requirements. The shortlisted vendors shall be invited for an oral presentation before a Committee of CSCS representatives. The vendor with the highest score after the final presentation will be invited for negotiations.

Negotiations will be held to reach an agreement on all points and subsequently engage the successful vendor. If negotiations fail, the vendor with the second highest score will be invited to negotiate an agreement.

After negotiations are completed, CSCS will promptly notify other vendors on the shortlist that they were unsuccessful.

2.10 The following are key contacts for information you may seek for enquiries:

- i. John Eze [jeze@cscs.ng]
- ii. Michael Jegede [mjegede@cscs.ng]

2.11 Timeline to be observed for this RFP:

| Milestones | Due Date |
|---|--|
| RFP issued by Central Securities Clearing System PLC | 27 th February 2024 |
| RFP questions received by Central Securities Clearing System PLC in writing | 28 th February - 4 th March 2024 |
| RFP questions responded to by Central Securities Clearing System PLC | 5 th March – 8 th March 2024 |
| RFP response due | 9 th March 2024 |
| Presentation date | To be communicated |

2.12 All bids shall be submitted in electronic format (either Microsoft Office or PDF). All proposals should be submitted before the close of business on Friday, 9th March 2024. All electronic copy should be sent to: rfpsubmission@cscs.ng

Isioma Lawal

Head, Internal Control

Central Securities Clearing System Plc.

13th Floor, Stock Exchange House

2/4 Customs Street, Lagos Nigeria

Email: rfpsubmission@cscs.ng

3. Service Provider's Actions Required for this RFP.

- 3.1 Read Part 2 carefully which contains the underlisted sections. Complete them accurately and concisely where required.
 - A. Service Providers Declaration
 - B. Service Provider Information Questionnaire
 - C. Statement of Requirements
 - D. Methodology/ Description of the Solution Approach
 - E. Price Schedule
 - F. Evaluation Criteria
 - G. Bid Securing Declaration

3.2 Sign service providers' declaration (A) indicating your compliance and acceptance of the terms of this RFP.

3.3 Provide your responses to the Service Provider Information Questionnaire (B). They must be precise and concise without unnecessary marketing/advertising materials. If there is any other information which, it is felt, should be included because of its relevance to the proposal please feel free to do so but this must be separate from the required structured response.

3.4 CSCS may issue addenda notices to the bid documents to advise of any changes and clarifications thereto or to respond to queries from bidders or for any other reason that the company deems necessary. Addenda Notices will be numbered, and the bidder shall acknowledge receipt via email and inclusion in their Bid.

CSCS may issue additional information for reasons that the company deems necessary at any time for bid submission as nominated in the Invitation to Bid or subsequent Addendum. Such information shall be included in the Contract award.

The Company shall use its sole discretion to make any changes to the date of Bid closing from that advised in the Bid schedule which may result from an addendum.

3.5 Any request for clarification must be emailed to: lt@cscs.ng CSCS reserves the right to distribute answers to questions to other suppliers who may not have asked that question but where CSCS feels that the answer corrects a mistake, adds clarity or removes ambiguity from the original RFP.

3.6 Authorized representatives of the firm shall initial every page of the RFP and no further questions will be taken or meetings held about this RFP until after the receipt of proposal/s, unless otherwise advised by CSCS.

3.7 Please ensure the bid declaration is a computation of the total cost of the project implementation.



- 3.8 The subject matter of the information provided or gained in relation to this Request for Bid may contain valuable property rights of the Company. This information is to be treated in strict confidence by the Bidder and its employees and shall not be used except for the specific purpose of preparing and submitting a Bid. Upon receiving notice, unsuccessful Bidders shall return such information to the Company whose property it shall remain.

- 3.9 Submit response to CSCS in line with the milestone dates stated in 2.12.

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Part 2 Service Providers Response to This RFP

A. SERVICE PROVIDERS DECLARATION

To:

The Head, Internal Control,
Central Securities Clearing System Plc.
13th Floor, Stock Exchange House,
2/4 Customs Street, Lagos, Nigeria.

Dear Sir/Ma,

PROJECT TITLE: IMPLEMENTATION OF THE UPGRADE OF CORE NETWORK INFRASTRUCTURE

We have read and have examined this Request for Proposal (RFP) document, Technical Requirements, Specifications, Guidance Notes and the terms and conditions issued with this Proposal. We offer completion of the works required against this RFP for the total price of:
.....
..... excluding VAT or any other similar tax (in words).

This price is further broken down into individual components as requested in this RFP.

This declaration confirms that this Proposal is tendered as a bona fide competitive offer to CSCS, and the information provided in the Service Provider Information Questionnaire and Service Provider Response to CSCS Statement of Requirements are fully correct and complete.

We, the undersigned further agree that if our offer in these documents is accepted by CSCS, the resulting contract, if any, shall be based on the CSCS Standard Terms and Conditions issued with this RFP (subject to any permitted variations attached to this RFP).

Signature

Date

Name

Job Title



For and on behalf of

Address

Email

Telephone

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B. SERVICE PROVIDER INFORMATION QUESTIONNAIRE

To be eligible, bidders shall submit the documents below which will be considered under Preliminary Evaluation:

1. Organization Profile

| 1.1 Registration & Accreditation | Compliance Statement (Y/N) | Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory) | Explanations Supporting Compliance |
|---|-----------------------------------|---|---|
| <i>Business address</i> | | | |
| <i>VAT (Value Added Tax) Registration Number</i> | | | |
| <i>Valid Tax Clearance Certificate (where applicable)</i> | | | |
| <i>Certificate of Incorporation/Registration</i> | | | |
| <i>Submit Tax Clearance Certificate</i> | | | |
| <i>Attach Two Reference Letters</i> | | | |
| <i>Letter Confirming Banking Details</i> | | | |
| <i>Letter confirming email address where Purchase Orders and queries will be sent to.</i> | | | |

2. Ownership & Financial Background

| 2.1 Financial-Related Information | Compliance Statement (Y/N) | Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory) | Explanations Supporting Compliance |
|---|----------------------------|--|------------------------------------|
| <i>Audited financial statements for the last two (2) years. (Unless previously provided within the last one year). The Audited Financial statements shall be submitted together with the signed Auditors Opinion.</i> | | | |

3. Track Record and Reference

| 3.1 Industry Experience | Compliance Statement (Y/N) | Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory) | Explanations Supporting Compliance |
|---|----------------------------|--|------------------------------------|
| <i>How many existing clients do you have? Name your key clients</i> | | | |
| <i>Similar project undertaken in the past 5 years</i> | | | |
| <i>Details of any cancelled projects in the past</i> | | | |

3.2 Relationship with CSCS

Compliance Statement (Y/N)

Page Reference

Please refer to the page within your proposal indicating how compliance is met (Mandatory)

Explanations

Supporting Compliance

Product/services which you provide to CSCS (currently or previously)



Value of your sales to CSCS for the past 3 years and by product/services

3.3 Client Reference

(Please provide at least 3 clients for deals similar in nature to this RFP)

| | Company A | Company B | Company C |
|--|-----------|-----------|-----------|
| <i>Names of companies which can provide reference to CSCS</i> | | | |
| <i>Names & job titles of contact person</i> | | | |
| <i>Contact details (email address, address, office number)</i> | | | |

Non-compliance with these requirements will result in disqualification of the bid at Preliminary Evaluation Stage and the Bidder shall not proceed to the Technical Evaluation Criteria.

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C. STATEMENT OF REQUIREMENTS

1.0 INTRODUCTION

1.1 Background

The Central Securities Clearing System (CSCS) Plc. was incorporated on July 29, 1992, as a Financial Market Infrastructure (FMI) for the Nigerian Capital Market. It was commissioned in April 1997 and commenced operations on April 14, 1997. On the 16th of May 2012, CSCS became a Public Liability Company (PLC) by a special resolution.

The Securities and Exchange Commission issued its license as an Agent for Central Depository, Clearing and Settlement of transactions in the Nigerian Capital Market. It operates a computerized depository, clearing, settlement and delivery system for transactions in securities in the Nigerian Capital Market.

CSCS facilitates the delivery (transfer of securities from seller to buyer) and settlement (payment of bought shares) of securities transacted on the approved Nigerian Exchanges. It enables securities to be processed in an electronic book entry form thereby substantially reducing the period it takes a transaction to commence and end.

CSCS has made visible strides in the Nigerian Capital Market and will continue to respond to the needs of the securities and commodities market to further enhance transparency and speedy settlement of transactions.

1.2 Purpose of the Request for Proposal (RFP)

The Central Securities Clearing System (CSCS) as an organization requires the services of a reputable technology company to conduct Network Upgrade in Data center which include.

1. Installation and configuration of Cisco Catalysis switches for Core Switch deployment.

The purpose of this Request for Proposal (RFP) is to solicit proposals and appraise potential bidders for the implementation of Network Upgrade, in line with the requirements outlined in this document. The bidder is expected to provide the following services:



1. Conduct a comprehensive scoping exercise to determine the amount of active and passive devices needed to achieve the objective.
2. Provide advisory services to CSCS team on solution.
3. Supply required devices for the Network Upgrade and implementation.
4. Provide support and continuous maintenance.

The interested vendors would be required to respond to each of the requirements as outlined in this RFP document, clearly indicating their ability to meet the requirements and their associated costs.

The CSCS team will then evaluate the various responses submitted and choose a more suitable vendor. The awarding of the contract will not only be based on the amounts indicated in the proposals but also on the overall suitability of the proposal meeting CSCS's approach, strategic objectives, and goals.

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2.0 PROJECT OBJECTIVES AND SCOPE

2.1 Project Objectives

The Company wishes to appoint a vendor to provide the Services as stated in the Scope of Service,

and other works as directed by the Contract Holder.

CSCS seeks to Upgrade its Core switching infrastructure and services at the Head Office Data Center and its DRC in Ikeja.

This includes data network (wired and wireless), environmental.

The current data network is made up of three switches cascaded together on a rack with a direct with a 10/100/1000 utp cable connecting to the core firewall.

The Upgraded Core network should be integrated to CSCS HCI cluster, Server Farm

The Vendor will be required to design, procure, and implement all required equipment to fulfil these requirements. All design should be based on extending CSCS network topology in compliance with the current CSCS Architectural Building Block and Network improvement project (NIP) standards using Cisco devices.

CSCS has a % enterprise discount agreement for procurement items with Cisco. This discount should be applied by the vendor after engagement with Cisco in addition to any other discount partners enjoyed from the OEM.

2.2 SCOPE OF WORK

General

- The Scope of Work as contained below is to be read in conjunction with the other elements of this document as appropriate.
- All work done under this Contract shall be to International and National codes/standards and in line with Company procedures and work instructions. To ensure this quality, the Vendor shall only supply properly qualified/trained personnel, provide correct procedures and instructions, and ensure proper execution.



- The Vendor shall be expected to make an active and positive contribution to the promotion of ideas and incentives encouraging the implementation of improvements to the safety, efficiency, and cost effectiveness of the work.
- The Vendor and its personnel shall be required to comply with all Company safety rules and regulations.

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3.0 DETAILED SCOPE OF WORK

The Vendor shall, to the extent requested by Company to meet the following business requirements.

a. Assess the existing network infrastructure (core data network equipment, network) CSCS corporate head office and DRC.

b) Assess the Data-center infrastructure at CSCS office for migration and re-use of some existing network at the corporate head office and DRC.

a) Develop the design to extend a scalable and robust wired data network to the corporate HQ based on the current Architectural Building Block (ABB) in alignment with NIP standard.

b) Supply, install and commission all required equipment for Wired Data Network based on approved design and NIP architecture.

Supply, install and commission Cisco Catalyst 9300 Enterprise Core switch.

c) Integrate new Head Office Core with CSCS corporate Local Wide Area, MPLS Network

d) Integrate New Head Office Core network with corporate network management and information security monitoring tools and applications. e.g., AlienVault, SolarWinds, etc.

e) Integrate new VoIP network (Voice Over IP) to the Core networks.

f) . Provide all Project Documentations (Functional Detailed design, Technical detailed design, network implementation plan, network ready use test criteria, network migration plan, As-built documentations, etc.)

g) . Provide resources to conduct technical assurance on the design and implementation.

h) Train support teams to manage and monitor delivered solutions.

i) Whilst every attempt is made to provide accurate information in the Scope of Work, this information is indicative and not exhaustive, it remains the Vendor's responsibility to identify ALL tasks which shall be undertaken, and ALL equipment and materials which.



shall be supplied to conduct the work as necessary for the scheduled completion of the project according to the requirements of the Company.

3.1 Technical Requirements

Assessment infrastructure and Site Survey

Vendors shall conduct a site survey at Corporate Head Office (CHO) and DRC to ensure the completeness of all the provided requirements for the design, implementation, and migration to the new Core switch.

All modules, cards, and accessories for the upgrade of the existing core network, as well as the requirements for seamless migration are expected to be captured and updated in the survey report.

ii. Detailed survey report must be provided. All requirements must be properly identified and documented.

3.1.1 LAN Infrastructure Requirements

- i. Build Network Infrastructure for the Corporate Head Office (CHO) based on enterprise switching layers in conformity with CSCS NIP standard.
- ii. Integrate the deployed data network with a new Core switch.
- iii. Maintain the current IP numbering plan.
- iv. Implement robust Quality of Service (QoS)
- v. All the uplink of the stacked switches must 10G to the distribution layer

3.1.2 Data Center

- i. Migrate, upgrade and re-install all core network equipment at the Data center.
- ii. Provide required UTP patch cords and fiber patch cables.

3.1.3 Network Management

- i. Ensure the integration of existing network monitoring and management tools- SolarWinds, AlienVault etc.

3.2 Design

Develop functional detailed design and technical detailed design for the following: -

1. For the extension of scalable and robust wired Data Network
2. Integration of the new Data-center network and security infrastructure

The design shall meet the following requirements.

- i. Design shall provide for a scalable and resilient architecture.
- ii. Design shall be based on the current Architectural Building Block (ABB) in alignment with NIP standard.
- iii. Design shall provide for high availability and secured architecture Design shall provide for Management and administration.
- iv. Design shall cover network services such routing protocol (IGP) update, spanning tree update, IP addressing and other recent technologies.
- v. Design shall cover end-to-end Quality of Services (QOS) Network Configuration templates must be provided with the design.

The design document details shall comprise of

- a. Network Overview
 - b. Network Services
 - c. Network Service Descriptions
 - d. Network Architecture
 - e. Network Topology
 - f. Design Considerations
 - g. Naming Convention
 - h. Core Transport Architecture
 - i. Physical Network Design
 - j. Logical Network Design
- i. Design will be reviewed and signed before implementation.
 - ii. Migration plan must ensure minimal **outage and downtime**.



3.3 Deliverables

The following deliverables will be expected as milestones for the project:

1. Equipment Delivery
2. Site Survey and Infrastructure Readiness Assessment
3. Low Level Design
4. Migration and implementation plan
5. Installation and Commissioning
6. As-built Documentation and Diagrams

3.4 Support

The Vendor shall provide an annual support contract with the OEM (Cisco for all procurement items).

Cisco support will be based on Cisco's Smartnet contract model only for all procured devices.

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4.0 TECHNICAL REQUIREMENTS

The following technical requirements shall be rigorously adhered to. The Vendor must always during the term of the contract satisfies the following conditions.

1. A vendor provides evidence of relationship as a Cisco partner with 3 years good standing. This should include evidence of direct technical support/partnership from Cisco for the project implementation.
2. Vendor's design submission covers the business and technical requirements specified by CSCS.
3. Must have a good customer focus and show how they intend to ensure an availability of 99.99% at CSCS business service during the implementation phase.
4. Must stipulate and maintain support knowledge base indicating support personnel with proven CVs attached.
5. Must be able to extend all the privileges covered under Global Systems Integrator partner to the Customer's authorized personnel.
6. Must outline exactly what is offered, stipulating what costs will be incurred both for products and for services rendered.

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4.1 Bill of Material

| Part Number | Description | Qty |
|------------------------|---|-----|
| C9300X-24Y-A | Catalyst 9300X 24x25G Fiber Ports, modular uplink Switch | 3 |
| CON-SNT-C9300XYA | SNTC-8X5XNBD Catalyst 9300X 24x25G Fiber Ports, modul | 3 |
| SC9300UK9-175 | Cisco Catalyst 9300 XE 17.5 UNIVERSAL UNIVERSAL | 3 |
| PWR-C1-715WAC-P | 715W AC 80+ platinum Config 1 Power Supply | 3 |
| C9300-SPS-NONE | No Secondary Power Supply Selected | 3 |
| CAB-TA-UK | United Kingdom AC Type A Power Cable | 3 |
| C9300X-NW-A-24 | C9300 Network Advantage, 24-port license | 3 |
| STACK-T1-3M | 3M Type 1 Stacking Cable | 3 |
| CAB-SPWR-150CM | Catalyst Stack Power Cable 150 CM - Upgrade | 3 |
| SSD-240G | Cisco pluggable USB3.0 SSD storage | 3 |
| PWR-C1-BLANK | Config 1 Power Supply Blank | 3 |
| C9300X-DNA-24Y-P | C9300 DNA Premier, Term license | 3 |
| SWATCH-T | StealthWatch 1 FPS Term License | 300 |
| SWATCH-TRK-3Y | SWATCH Tracker Term 3Y | 300 |
| PI-LFAS-T | Prime Infrastructure Lifecycle & Assurance Term - Smart Lic | 3 |
| TE-EMBEDDED-T | Cisco ThousandEyes Enterprise Agent IBN Embedded | 3 |
| TE-EMBEDDED-T-3Y | ThousandEyes - Enterprise Agents | 3 |
| C9300X-NM-2C | Catalyst 9300 2 x 40G/100G Network Module QSFP+/QSFP28 | 3 |
| NETWORK-PNP-LIC | Network Plug-n-Play Connect for zero-touch device. deployment | 3 |
| GLC-SX-MMD= | 1000BASE-SX SFP transceiver module, MMF, 850nm, DOM | 12 |
| GLC-TE= | 1000BASE-T SFP transceiver module for Category 5 copper wire | 5 |
| SFP-10G-T-X= | 10GBASE-T SFP+ transceiver module for Category 6A cables | 2 |
| SFP-10G-SR-S= | 10GBASE-SR SFP Module, Enterprise-Class | 2 |
| C9200L-24P-4X-E | Catalyst 9200L 24-port PoE+, 4 x 10G, Network Essentials | 2 |
| CON-SNT-C920024X | SNTC-8X5XNBD Catalyst 9200L 24-port PoE+, 4 x 10G, Ne | 2 |
| C9200L-NW-E-24 | C9200L Network Essentials, 24-port license | 2 |
| CAB-TA-UK | United Kingdom AC Type A Power Cable | 2 |
| PWR-C5-BLANK | Config 5 Power Supply Blank | 2 |
| C9200L-DNA-E-24 | C9200L Cisco DNA Essentials, 24-port Term license | 2 |
| C9200L-STACK-KIT | Cisco Catalyst 9200L Stack Module | 2 |
| C9200-STACK | Catalyst 9200 Stack Module | 4 |
| STACK-T4-50CM | 50CM Type 4 Stacking Cable | 2 |
| NETWORK-PNP-LIC | Network Plug-n-Play Connect for zero-touch device. deployment | 2 |

4.2 Document Requirements

The selected vendor is expected to provide the following documents to CSCS before, during or after the project is executed:

- Statement of Work (SOW)
- System architecture/model/design
- Technical specification document

4.3 Implementation Requirements

The selected vendor must be able to:

- Supply CMDC solution within the agreed project plan and budget.
- Provide temporary connections to assure business continuity during implementation.

4.4 Vendor Experience and Qualifications

- Demonstrate successful implementation of similar exercise in size and nature. Provide reference sites of similar business nature where Network upgrade implementations have successfully been undertaken.
- Provide CVs and copies of qualifications for staff that will be engaged on the project and proof of having worked on a Network Upgrade project.
- Demonstrate capability of post-implementation support of the solutions
- There must be an onsite technician to facilitate project requirements and implementation.
- Document all project processes and provide system documentation.

4.5 Post Implementation Support

- Ability to demonstrate capability of post-migration support.
- Feasible structure for support and escalation levels and timelines

4.6 Knowledge Transfer

- Provision of adequate training to staff and final handover



4.7 Compliance to ISO 27001:2013 Standards

The solution should be demonstrably compliant with ISO 27001:2013 and other information security standards.

4.8 Timeframe for Completion

Please provide a timeframe for completion of the project. This timeframe will be evaluated. Be advised that timeframes will be part of the contractual agreement; therefore, a realistic timeframe for completion should be provided.

4.9 Technical Evaluation Criteria

1. Demonstration of your understanding of the project scope, solution requirements and non-functional requirements

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D. METHODOLOGY/DESCRIPTION OF THE SOLUTION APPROACH

In this section, the Bidder will provide a comprehensive description of how it will provide the required services. The information provided must be sufficient to convey to CSCS that the Bidder has enough understanding of the effort required to provide the requested services and that it has an approach, methodology and work plan to overcome challenges.

Your technical proposal should include, among others, the following:

- I. An overview of the system, and a brief description of how the solution will be deployed, installed, and transitioned into an operational system.
- II. Solution low level designs
- III. Documentation and description of related services
- IV. Explanations for deviations (if any)
- V. A detailed project plan, change management plan, communication plan, end-user training plan, risk management plan, quality management plan etc. for the project.
- VI. A resource plan detailing the resources needed to support the implementation efforts e.g., customizing, testing, software, personnel, and any implementation requirements.
- VII. Capacity building and knowledge transfer program, which should include training sessions for technical and non-technical staff.
- VIII. At least 3 previous works of similar magnitude (provide references in the proposal, demo will be shown during presentation)
- IX. Full name and address of the manufacturer's representative, if any, who can provide after-sales and support services.
- X. Any other relevant documentation such as proof of competence for this type of project



E. PRICE SCHEDULE

Note: Financial proposals must clearly indicate the following:

- a. Bidders should provide costs for the following:
 1. Cost of hardware/servers in line with the agreed specifications for both production and backup environments.
 2. Cost of integration of BI tools, database, and ETL Software license fee structure
 3. Full implementation costs including pre-built data marts, reports until go-live, including professional fee rates.
 4. Post implementation costs after go-live support and Annual Maintenance Charge (AMC) for the production and backup environments.
- b. VAT and other taxes must be indicated separately.
- c. All pricing for equipment must be Delivered Duty Paid (DDP)
- d. The quotation should have a validity period of at least 90 days.
- e. Completion/Delivery period should be indicated. Project implementation schedule should be shared separately.

Bidders must try as much as possible to use a template like the table below.

| A. One off cost | | | | |
|---|--------------------|-----------------|-------------------|--------------------|
| Line-Item No. | Description | Quantity | Unit Price | Total Price |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| B. Recurring cost | | | | |
| Line-Item No. | Description | Quantity | Unit Price | Total Price |
| 1 | | | | |
| 2 | | | | |
| Subtotals (to Grand Summary Table) | | | | |
| Name of Bidder: | | | | |
| Authorized Signature of Bidder: | | | | |



F. EVALUATION CRITERIA

The evaluation shall be undertaken in three stages:

- I. **Preliminary Evaluation**, which shall consider responses from bidders in sections A and B
- II. **Technical Evaluation**, which shall consider responses to sections C and D
- III. **Financial Evaluation**, which shall consider items under section E.

Note that proposals submitted by Joint Ventures shall be considered nonresponsive.

Document Classification: CSCS Non Confidential.



G BID SECURING DECLARATION

Bid-Securing Declaration

[insert: title and RFP number]

To: *[insert: name and address of Entity]*

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we, and in the case of a Joint Venture all partners to it, will automatically be suspended from being eligible for participating in bidding for any contract with you for the period of time of *[5 YEARS]*, in case of, and starting from the date of, breaching our obligation(s) under the bidding conditions due to:

- (a) withdrawing our bid, or any part of our bid, during the period of bid validity specified in the Bid Submission Form or any extension of the period of bid validity which we subsequently agreed to; or
- (b) Having been notified of the acceptance of our bid by you during the period of bid validity, (i) failing or refusing to execute the Contract Agreement, or (ii) failing or refusing to furnish the performance security, if required, in accordance with the Instructions to Bidders.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the period of bid validity.

If the submission of alternative bids was permitted, and in case we did submit one or more alternative bids, this Bid-Securing Declaration applies to these parts of our bid as well.

Signed: *[insert signature of person whose name and capacity are shown below]*

Name: *[insert name of person signing the Bid-Securing Declaration]*, in the capacity of *[insert legal capacity of person signing the Bid-Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert name of Bidder]*

Dated on _____ day of _____, 20.____

[Add Corporate Seal (where appropriate)]