Request for Proposal – Quality and Price
Provision of Internet Based Network Solution to the African Development Bank Country Office, Tanzania

REF: ADB/RFP/COTZ/2019/0157
SUMMARY DESCRIPTION

PART I – SELECTION PROCEDURES AND REQUIREMENTS

Section 1: Letter of Invitation
This Section is a letter from the Bank addressed to potential bidders inviting them to submit a proposal for the assignment. The letter includes references to the selection method and applicable guidelines or policies of the Bank that govern the selection and award process.

Section 2: Instructions to Bidders
This Section provides information to help potential bidders prepare their proposals. Information is also provided on the submission, opening and evaluation of proposals, contract negotiation and award of contract.

Section 3: RFP Data Sheet
“RFP Data” contains information specific to the current selection and corresponds to the clauses in "Instructions to Bidders" that call for selection-specific information to be added.

Section 4: Terms of Reference
This Section describes the scope of services, objectives, goals, specific tasks required to implement the assignment, and relevant background information; provides details on the required qualifications of the key experts.

Section 5: Evaluation Criteria and Methodology
This Section provides information on the evaluation of submissions.

Section 6: Technical Proposal Questionnaire
This Section includes the technical proposal forms that are to be completed by potential bidders and submitted in accordance with the requirements of Section 2.

Section 7: Financial Proposal Questionnaire
This Section includes the financial forms that are to be completed by potential bidders, including bidders’ costing of their technical proposal, which are to be submitted in accordance with the requirements of Section 2.

Section 8: Eligibility Requirements
This Section contains information on the Bank’s eligibility criteria and list of member countries.

PART II – CONDITIONS OF CONTRACT

Section 9: This Section includes the General Conditions of the Bank that shall not be modified and the Special Contract Conditions.

Section 10: This Section contains the format of the performance evaluation form.
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SECTION I – LETTER OF INVITATION

Dear Sir/Madam,

1. The African Development Bank (the “Bank”) invites proposals for the provision of goods and services as described in this Request for Proposal (RFP). To qualify for award, a bidder shall meet the qualification criteria set out in the Section 3.

2. The proposals submitted by bidders shall be received by the Bank on or before the date and time and in the manner specified in Section 2. The Bank’s requirement is set out in Section 4.

3. The Bank is an ‘AAA’ rated regional multilateral development finance institution, established in 1963, with a mandate to further economic development and social progress of African countries, individually and collectively. 80 member countries including all the 54 African countries and 26 non-African countries in the Americas, Europe and Asia own the Bank.

4. The Bank's principal functions include: (i) using its resources for the financing of investment projects and programs relating to the economic and social development of its Regional Member Countries (RMCs); (ii) the provision of technical assistance for the preparation and execution of development projects and programs; (iii) promoting investment in Africa of public and private capital for development purposes; and (iv) to respond to requests for assistance in coordinating development policies and plans of RMCs. In its operations, the Bank is also required to give special attention to projects and programs that promote regional integration.

5. The Bank began its operations from its headquarters, in Abidjan, Côte d’Ivoire on July 1, 1966. For purposes of its operations the Bank also maintains field offices in certain of its RMCs.

6. The information contained in the RFP is designed to enable bidders complete and submit proposals. Bidders shall read the RFP carefully and ensure proposals comply with the instructions provided in the RFP. Bidders are required to complete and submit the Technical Proposal Questionnaire (Section 6) and Financial Proposal Questionnaire (Section 7) in accordance with the Instructions to Bidders (Section 2), RFP Data Sheet (Section 3), Description of Goods/Technical Specification/Terms of Reference (Section 4), Eligibility Criteria (Section 8) and General and Specific Conditions (Section 9). The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology (Section 5). The Bank is not bound by any other terms and conditions unless agreed in writing by the Bank.

7. A successful bidder interested in doing business with the Bank shall register at: https://eprocurement.afdb.org/sap/bc/webdynpro/sap/zsup_reg_submit


9. We look forward to receiving your proposal and thank you for your interest in doing business with the Bank.

________________________________________
Alex MUBIRU
Country Manager
SECTION 2 - INSTRUCTIONS TO BIDDERS

GENERAL
1. Eligibility of Bidders, Goods and Services - Goods and services procured by the Bank shall be produced in a member country of the Bank and supplied by bidders from a member country of the Bank as defined in the Presidential Directive concerning the Rules for Corporate Procurement activities of the Bank. The Bank’s eligibility criteria as defined in the Presidential Directive are set out in the RFP.

2. Procurement Ethics, Integrity, Anti-corruption and Fairness
   2.1. It is the Bank’s policy that bidders/suppliers to the Bank observe the highest standard of ethics during the procurement process and execution of such contracts. In pursuance of this policy, the Bank shall reject a proposal if it determines that the bidder, or any of its personnel, agent, consultant, subcontractor or service provider, has, directly or indirectly, engaged in “Corrupt”, “Fraudulent”, “Collusive”, “Coercive” or “Obstructive” practices in competing for the contract in question. These terms are defined in the General and Specific Conditions. The Bank may also declare the bidder ineligible for participation in future procurement and award of contracts, either indefinitely or for a stated period of time.
   2.2. A bidder/supplier who offers any gift of any value to Bank staff will be considered to be influencing the procurement process. The Bank shall reject a proposal if it determines that any such gift has been offered.
   2.3. All bidders/suppliers are required to comply with the Code of Conduct for Suppliers in the General and Specific Conditions.

3. Conflict of Interest - A bidder shall not have a conflict of interest that would call into question its participation in the procurement process and award of contract. Bidders shall disclose any potential or actual conflict of interest in the disclosure form and during execution of any contract. All bidders found to have a conflict of interest may be disqualified.

4. Joint Venture
   4.1. Where a joint venture or any other form of partnership (JV) approach is proposed, bidders are required to provide full details of the JV and nature of relationship with other JV members. Bidders forming a JV shall nominate an authorized representative of the JV (duly evidenced by submitting a power of attorney signed by a legally authorized representative of the JV) who shall have the authority to conduct all business for and on behalf of all members and enter into the contract. Each member shall meet the eligibility criteria as defined in the Presidential Directive.
   4.2. A JV shall comprise no more than four members. At least one member shall provide 40% of the contract sum and each of the other members shall provide at least 20% of the contract sum.
   4.3. All members shall be jointly and severally liable for the performance of any resulting contract.

CLARIFICATION OF THE PROCUREMENT PROCESS
5. Bidders are solely responsible, at their own cost and risk, for obtaining information that may be necessary for preparing proposals and entering into the contract.

6. Amendment of RFP – The Bank reserves the right to modify any content of the RFP without incurring any liability to any bidder. Any such amendment shall be posted on the Bank’s website. It is the sole responsibility of bidders to ensure they are aware of any amendment and take the amendment into account in preparing proposals.
7. **Clarification of RFP**

   7.1. A bidder requiring any clarification shall notify the Bank in writing at the details provided in the **RFP Data Sheet** and within the period for clarification in the **RFP Data Sheet**. Written copies of the Bank’s response (including the questions raised without identifying the source) shall be posted on the Bank’s website.

   7.2. If a bidder feels that any provision in the RFP will be unacceptable, such issue and any request for change to the RFP shall be raised at the earliest opportunity in writing at the details provided in the **RFP Data Sheet** and in any event no later than the deadline in the **RFP Data Sheet**. The Bank shall not consider any request to change the General Conditions.

   7.3. The Bank shall determine, in its sole discretion, to accept or reject any query or request for change. Any response from the Bank shall be binding on bidders.

   7.4. A bidder who contacts any member of Bank staff directly or indirectly in relation to the procurement (except staff specified in the RFP) shall be disqualified.

   7.5. The Bank shall not respond to any query or request received after the deadline in the **RFP Data Sheet**.

8. **Site Visit / Pre-Bid meeting**

   8.1. If provided in the **RFP Data Sheet**, bidders are invited to attend a site visit and pre-bid meeting. The purpose of the meeting will be to clarify issues and answer questions on any matter relating to the Bank’s requirements. The cost of the site visit and pre-bid meeting shall be at the bidder’s own expense.

   8.2. Bidders are requested to submit any questions in writing to the address in the **RFP Data Sheet**, to reach the Bank no later than one week before the meeting.

   8.3. If provided in the **RFP Data Sheet** that attendance at the site visit and pre-bid meeting is mandatory, any bidder wishing to submit a proposal shall attend the site visit and pre-bid meeting. The Bank shall not consider a proposal from a bidder who does not attend a mandatory site visit and pre-bid meeting.

   8.4. Minutes of the meeting (including the text of the questions raised without identifying the source together with the Bank’s response) shall be posted on the Bank’s website.

**PREPARATION OF PROPOSALS**

9. **Cost of Bidding** – Bidders shall bear all costs associated with the preparation and submission of proposals. The Bank shall not be responsible or liable for any costs regardless of the conduct or outcome of the procurement process.

10. **Language of Proposals**

   10.1. The proposal and all correspondence and documents relating to the proposal exchanged by the bidder and the Bank shall be written in the language specified in the **RFP Data Sheet**. A proposal submitted in a language not specified in the **RFP Data Sheet** shall be rejected.

   10.2. Any printed literature furnished by the bidder written in another language other than the language specified in the **RFP Data Sheet** shall be accompanied by a certified translation in the language in the **RFP Data Sheet** of its pertinent passages in which case, for the purpose of interpretation of the proposal, the translation shall govern.

11. **Subcontractors and service providers** – Bidders shall identify any sub-contractors that will play a significant role in the bidder’s performance of the contract. The Bank reserves the right to obtain the same level of information from subcontractors as from bidders.

12. **Documents comprising the Proposal** - Proposals shall comprise the following documents, completed in full and supported with evidence and information requested:

   - Technical Proposal Questionnaire; and
   - Financial Proposal Questionnaire.
13. **Statement of Conformity, Bid Submission Form and Price Schedule** – Bidders shall sign the Statement of Conformity and Bid Submission Form and complete the price schedule using the forms provided. The forms shall be completed without alterations to its format and content. No other substitutes shall be accepted.

14. **Publicity Material** - Unless expressly permitted in the RFP, bidders shall not submit brochures, general marketing or promotional material with proposals. Publicity brochures shall not be accepted as answers to questions. Bidders shall respond fully to the questions in the RFP.

15. **Meeting the Bank’s requirements**
   15.1. Unless otherwise provided, bidders shall meet the Bank’s requirements by the deadline for submission of proposals.
   15.2. Bidders shall respond in sufficient detail and provide evidence and supporting documentation to enable the Bank determine whether the bidder has the required capability, experience, knowledge and expertise to satisfactorily perform the contract.

16. **Mandatory Requirements** – The RFP may include mandatory requirements. The classification of a requirement as mandatory gives an indication of its significance to the Bank. A proposal that does not meet any mandatory requirement shall be rejected as non-responsive.

17. **Samples and Inspection**
   17.1. The Bank may request samples at any time during the procurement process. If requested, bidders shall provide samples free of charge. A bidder who fails to provide the required samples shall be disqualified. The Bank makes no guarantee that the samples will be returned or the condition of samples upon completion of evaluation. Samples shall be returned at the bidders own cost.
   17.2. If provided in the RFP, the Bank shall conduct an inspection of the goods and services during the procurement process either at the bidder’s premises or at the Bank’s offices. Such inspection shall not relieve the bidder from any of its obligations under the contract. The Bank shall notify bidders in writing of the details of any inspection. The Bank shall not be responsible for the expenses incurred by the bidder for such inspection.

18. **Demonstration** – If provided in the RFP, the Bank shall require bidders to provide a live demonstration of the proposed solution. The bidder shall provide the demonstration free of charge and the Bank shall not accept any liability for any damage to or loss of bidders’ property in connection with such demonstration.

19. **Sustainable Procurement (SP)** – the Bank is committed to managing its business and executing contracts in an environmentally and socially responsible manner. Bidders should set out how they will deliver the contract in a sustainable manner. The Bank’s SP guideline is available on its website.

20. **Alternative Proposals** - The Bank shall not consider any variation to its requirements (“Alternative Proposal”) unless expressly permitted in the **RFP Data Sheet**. If an Alternative Proposal is permitted, the Alternative Proposal shall be accompanied by a fully compliant proposal, i.e. one that meets the minimum technical requirements. The bidder shall quote the price for the fully compliant proposal and then separately provide the technical specification, methodology and adjustment in price that can be offered if the Alternative Proposal is accepted.

The nearest functional equivalent or closest standard shall be offered as an alternative. Only the Alternative Proposal of the successful bidder shall be considered.
21. **Acceptance of the General and Specific Conditions** - It shall be clearly understood that by submitting a proposal in response to the RFP, a bidder shall be deemed to have accepted the General and Specific Conditions. A proposal that does not accept the General and Specific Conditions shall be rejected as non-responsive.

22. **Taxes** - The prices quoted shall be net free and clear of all applicable taxes including withholding tax duties, fees, levies or indirect taxes, such as customs duties, as the Bank, by virtue of its status as an international organization, is exempt from paying any direct or indirect taxes, by virtue of Article 57 of the Agreement establishing the Bank. If the bidder is unable to quote or invoice exclusive of all applicable taxes, such taxes shall be separately set forth on the quote or invoice.

23. **Bid Prices**
   
   23.1. The prices submitted by bidders shall, except insofar as it is otherwise provided in the contract, include all labour, supervision, materials, transportation, insurance, profit, general risks, liabilities and obligations set out or implied in the contract.
   
   23.2. The Bank shall award the contract based on value for money that takes into account the whole life costing (i.e., life-cycle costs of the goods and services, maintenance, spare parts, warranty, training, disposal, shipment, insurance) of the requirement.

24. **Currency of Proposal** - The prices shall be expressed in the currency in the **RFP Data Sheet**. A bidder shall express all prices in the same currency.

25. **Lots** – If the Bank’s requirement is sub-divided into separate units ("lots"), bidders can submit a proposal for one or multiple lots unless otherwise indicated in the **RFP Data Sheet**.

26. **Period of Validity of Proposals** – Proposals shall remain valid for a period not less than the period stated in the **RFP Data Sheet**. Proposals valid for a shorter period shall be rejected as non-responsive. The Bank may require bidders to extend the period of validity of proposals. If the bidder does not extend the period of validity of proposals, the bidder's proposal may be rejected. A bidder granting the request shall not be required or permitted to modify its proposal.

27. **Bid Security**
   
   27.1. If provided in the **RFP Data Sheet**, the bidder shall furnish, as part of its proposal, the signed Bid-Securing Declaration form or bid security in the amount, form and valid for the period in the **RFP Data Sheet**.
   
   27.2. The bid security shall be in the form of a certified cheque or a bank guarantee from a bank located in a member country of the Bank and acceptable to the Bank. Any proposal not accompanied by a substantially responsive bid security shall be rejected.
   
   27.3. The Bank may require bidders to extend the period of validity of a bid security. If the bidder does not extend the validity of the bid security, the bidder's proposal shall be rejected unless the bidder submits a new bid security acceptable to the Bank before the expiration of the bid security.
   
   27.4. The bid security of a joint venture shall be issued in the name of the joint venture submitting the proposal and shall list all members of the joint venture.
   
   27.5. The bid security shall be returned to bidders or forfeited in the circumstances specified in the **RFP Data Sheet**.

**SUBMISSION AND OPENING OF PROPOSALS**

28. **Deadline for Submission of Proposals**
   
   28.1. The Bank shall receive proposals no later than deadline in the **RFP Data Sheet**. It is the sole responsibility of bidders to ensure timely receipt of proposals by the Bank.
28.2. The Bank shall extend the deadline for submission of proposals at any time without incurring any liability to bidders.

29. Late Proposals – The Bank shall not consider any proposal received after the deadline for submission of proposals. Any proposal received by the Bank after the deadline for submissions shall be declared late and rejected by the Bank.

30. Proposals rejected by the Bank – Proposals rejected by the Bank shall be destroyed or returned to bidders, at its own cost, if so requested.

31. Proposals submitted electronically via AfDB e-Procurement portal
   31.1. If provided in the RFP Data Sheet, proposals shall be submitted electronically via AfDB e-Procurement portal.
   31.2. Bidders shall obtain guidance on submitting proposals electronically in the user manual in AfDB e-Procurement portal.
   31.3. The Bank reserves the right to request the original of any form, document or authorization submitted electronically by any bidder.

32. Proposals submitted by mail, courier or hand-delivery
   32.1. If provided in the RFP Data Sheet, proposals shall be submitted by mail, courier or hand delivery.
   32.2. Proposals shall be submitted in a sealed envelope (with both the technical proposal questionnaire and financial proposal questionnaire in separate sealed envelopes) and delivered to the address in the RFP Data Sheet.
   32.3. Each bidder shall submit proposal in one original and four copies (any attachment, appendix and annex thereto shall also be submitted in one original and four copies): the original proposal shall carry the mention “Original” and each of the four copies the mention “Copy”. The technical proposal (one original and four copies) and the financial proposal (one original and four copies) shall each be placed in two separate sealed envelopes (the “internal envelopes”).
   32.4. The following mention shall appear on each internal envelope:
      a) the RFP reference;
      b) the mention “Technical Proposal” or “Financial Proposal” as the case may be; and
      c) the name and address of the bidder.
   32.5. The internal envelopes shall be placed together in a large single envelope called “external envelope” which shall be anonymous and carry the label in the RFP Data Sheet that should be photocopied and placed on the external envelope.
   32.6. Any alternative proposal shall be prepared, sealed, marked and dispatched as per the instructions in this paragraph and clearly be identified as “Alternative”.
   32.7. All pages of the proposal shall be numbered. Each copy of the proposal shall be bound in a single volume where practical. All documentation submitted with the proposal shall be bound in a single volume.
   32.8. The person or persons signing the proposal shall initial all pages of the proposal where correction has been made.
   32.9. When delivered by hand, the proposal shall be delivered at the address during the working hours of the Bank from 8.00 hrs. to 12.00 hrs. and from 14.00 hrs. to 18.00 hrs., Monday through Friday except for holidays observed by the Bank. Delivery to any other office of the Bank shall be at the risk of the bidder and shall not constitute timely delivery.

33. Modification / Withdrawal of Proposals – Bidders may modify or withdraw proposals prior to the deadline for submission. Bidders shall not be permitted to modify or withdraw proposals after the deadline for submission.
33.1. **Proposals submitted electronically via AfDB e-Procurement portal** - Bidders can obtain guidance on modifying or withdrawing proposals in the user manual.

33.2. **Proposals submitted by mail, courier or hand-delivery** - The bidder’s modification or withdrawal shall be prepared, sealed, marked and dispatched as per the instructions set out in this section and accompanied by a written notice duly signed by an authorized representative. Any modification or withdrawal shall clearly be identified as “Modification” or “Withdrawal”.

34. **Bid Opening** – Proposals shall be opened as soon as possible after the deadline for submission. The record of the bid opening shall be made available as soon as possible on the Bank’s website.

**EXAMINATION OF PROPOSALS**

35. **Confidentiality and Disclosure of Information** - The Bank is committed to make public all information in its possession unless there is a compelling reason for confidentiality in accordance with its policy on Disclosure and Access to Information. Bidders shall notify the Bank if the information provided is confidential and shall not be disclosed to the public. The Bank shall endeavor to maintain confidentiality of confidential information and evaluation of proposals. The Bank reserves the right to disclose information in accordance with its policy on Disclosure and Access to Information.

36. **Clarification of Proposals**

36.1. To assist in the examination and evaluation of proposals and qualification of bidders, the Bank may, at its discretion:

36.1.1. Require any bidder to clarify any part of its proposal;

36.1.2. Require any bidder to provide further information or documentation;

36.1.3. Undertake site visit to any bidder; or

36.1.4. Contact referees provided by any bidder.

36.2. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered. No change in the price or substance of the proposal shall be sought, offered or permitted. Where a bidder does not provide the information requested, the proposal shall be evaluated as presented.

37. **Determination of Responsiveness**

37.1. The Bank’s determination of a proposal’s responsiveness is to be based on the contents of the proposal itself, as defined in the RFP. A substantially responsive proposal is one that meets the requirements of the RFP without material deviation, reservation or omissions.

37.1.1. “Deviation” is a departure from the requirements specified in the RFP;

37.1.2. “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the RFP; and

37.1.3. “Omission” is the failure to submit part or all of the information or documentation required in the RFP.

37.2. A material deviation, reservation or omission is one that, if accepted, would:

37.2.1.1. Affect in any substantial way the scope, quality or performance of the requirements as specified in the RFP;

37.2.1.2. Limit in any substantial way, inconsistent with the RFP, the Bank’s rights or the bidder’s obligations under the proposed contract; or

37.2.1.3. If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive proposals.
37.3. The Bank shall examine the technical proposals to determine whether proposals are substantially responsive with the requirements.

37.4. If a proposal is not substantially responsive to the requirements of the RFP, it shall be rejected by the Bank and may not subsequently be made responsive by correction of the material deviation, reservation or omission.

BID EVALUATION

38. Conversion to Single Currency - For the purpose of evaluation, the Bank shall convert all prices into the Bank’s Units of Accounts (UA) by using the Bank’s monthly moving average rate for the applicable month (deadline for submission of proposals).

39. Acceptance or Rejection of Proposals - The Bank reserves the right to accept or reject any or all proposals, cancel the procurement process and/or reject all proposals at any time prior to contract award, without incurring any liability to bidders.

AWARD OF CONTRACT

40. Award Methodology
The Bank shall evaluate proposals in accordance with the evaluation criteria and methodology and may discuss proposals with bidders.

41. Contract Award
41.1. By issuing this RFP, the Bank is not committed to award a contract for all or part of the requirements.

41.2. The Bank reserves the right to award a contract for all or part of the requirements. Bidders shall indicate if they would not accept a contract for part of the requirements.

41.3. If the requirement is divided into lots, the Bank reserves the right to award a contract to a bidder to satisfy the entire requirement.

41.4. The Bank reserves the right to increase or decrease the volume of goods or services, usually not to exceed 20%, without any change in unit price or other terms and conditions.

42. Best and Final Offer - Following evaluation of proposals, the Bank may decide to obtain Best and Final Offers from qualified bidders whose proposals are substantially responsive with the requirements. If such a decision is made, the Bank shall notify bidders in writing of the process. The Bank may use e-Auction for this process.

43. Notification of Award – Following a recommendation to award the contract, the Bank shall issue a notice of consideration for award to the successful bidder and regret letters to unsuccessful bidders.

44. Debriefing - Unsuccessful bidders may request debrief within seven (7) days from receipt of the regret letter.

45. Award Protest Procedure – The Bank has a complaint procedure as set out in the Presidential Directive. An unsuccessful bidder wishing to make a complaint must inform the Bank within seven (7) days of notification of the Bank’s contract award decision.

46. Contractual Relationship - The contractual relationship shall be governed by the General and Specific Conditions and shall include the description of goods/technical specification/terms of reference, the successful bidder’s technical and financial proposal. No other terms and conditions put forward at any time by the bidder shall form part of the contract.
47. Performance Security

47.1. If provided in the RFP Data Sheet, the successful bidder shall furnish the performance security within the period, amount and form stipulated in the RFP Data Sheet. The performance security shall be in the form of a bank guarantee from a bank located in a member country of the Bank and acceptable to the Bank.

47.2. The performance security shall be returned to the bidder as set out in the General and Specific Conditions.

47.3. Failure of the successful bidder to comply with the requirements of performance security shall constitute sufficient grounds for cancellation of the award to the bidder without any right of action against the Bank.

47.4. In lieu of bank guarantee, the Bank may retain 10% of the contract sum that shall be returned to the bidder as set out in the General and Specific Conditions.

48. Advance Payment

48.1. If provided in the RFP Data Sheet, the Bank shall provide advance payment to the successful bidder, subject to a maximum amount not to exceed 30% of the contract sum. The advance payment request shall be accompanied by an advance payment guarantee from an insurance company or bank located in a member country of the Bank and acceptable to the Bank. The advance payment guarantee shall be in the form specified in the RFP Data Sheet.

48.2. For the purpose of receiving the advance payment, the bidder shall make an estimate of, and include in its proposal, the expenses that will be incurred during the first month beginning with the date of the Bank’s notice to proceed or contract signature, whichever is earliest.

48.3. The advance payment shall be repaid to the Bank by deducting proportionate amounts from payments due to the bidder as set out in the General and Specific Conditions.

48.4. The advance payment guarantee shall be returned to the bidder as set out in the General and Specific Conditions.

49. Defects Liability Period and Retention Fee – If provided in the RFP Data Sheet, the Bank shall retain 10% of the contract sum until the end of the defects liability period. This is the pre-determined period after practical completion of the project when the successful bidder is responsible for making good any faults which appear and which are due to defective materials or work. The defects liability period is set out in the General and Specific Conditions. The Bank shall pay the successful bidder the retention fee as set out in the RFP Data Sheet.

FURTHER ASSISTANCE

50. Authorized Representative – Bidders shall provide the Bank with up to two authorized representatives. The Bank shall contact bidders through the authorized representative. The Bank shall assume that the representative is authorized to act on behalf of the bidder and bind the bidder to any response.

51. Assistance – For assistance on using AfDB e-Procurement portal, bidders shall refer to the user manual. Alternatively, bidders can contact RDGE_Tender@afdb.org and quote the tender reference.
### SECTION 3 – RFP DATA SHEET

<table>
<thead>
<tr>
<th>The numbering below refers to the appropriate numbering of the introduction</th>
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<tbody>
<tr>
<td>§ 1</td>
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<td>§ 7</td>
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<td><strong>§ 27</strong></td>
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<td><strong>§ 27.1</strong></td>
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<tr>
<td><strong>§ 28</strong></td>
</tr>
<tr>
<td><strong>§ 31</strong></td>
</tr>
</tbody>
</table>
| **§ 32** | Proposals shall be submitted by mail, courier or hand delivery: [YES] Proposals shall be sent to the following address and the external envelope shall bear the following information:  
**African Development Bank**  
**Tanzania Country Office**  
P.O. Box 6024 Dar es Salaam.  
**RFP – DO NOT OPEN UNTIL BID OPENING DAY**  
**Reference: ADB/RFP/COTZ/2019/0157 – Provision of Internet Based Network Solution to the Country Office Tanzania.**  
**RFP Closing Date and Time:** **01 November 2019** (15:00Hrs Local Time) |
| **§ 47** | Performance security is required: [NO] |
| **§ 48** | Advance payment will be provided to the successful bidder: [N/A]. |
| **§ 49** | The Bank shall retain 10% of the contract sum until the end of the defects liability period: [N/A] |
SECTION 4 – DESCRIPTION OF GOODS / TECHNICAL SPECIFICATION / TERMS OF REFERENCE

1.0 BACKGROUND INFORMATION

1.1 The African Development Bank is a ‘AAA’ rated regional multilateral development finance institution, established in 1963, with a mandate to further the economic development and social progress of African countries, individually and collectively. 80 member countries including all the 54 African countries and 26 non-African countries in the Americas, Europe and Asia own the Bank (Please see Annex 6 for a list of the Bank’s member countries).

1.2 The Bank was established on 4 August 1963, and began its operations from its headquarters, in Abidjan, Côte d’Ivoire on July 1, 1966. For purposes of its operations the Bank also maintains country offices in certain of its RMCs.

1.3 The Bank's principal functions include: (i) using its resources for the financing of investment projects and programs relating to the economic and social development of its RMCs; (ii) the provision of technical assistance for the preparation and execution of development projects and programs; and (iii) promoting investment in Africa of public and private capital for development purposes; and (iv) to respond to requests for assistance in coordinating development policies and plans of RMCs. In its operations, the Bank is also required to give special attention to projects and programs which promote regional integration.

2.0 OVERVIEW OF THE COUNTRY OFFICE IN TANZANIA

2.1 The African Development Bank Country Office in Tanzania (COTZ) occupies the entire fifth floor (920m²) at International House, located on Garden Avenue in Dar es Salaam. The scope of the assignment involves provision of internet services to COTZ through which a virtual network (VPN) is created to run its business. The service provider will provide the necessary support services, to answer questions, and to resolve any problems related to the internet service provision at COTZ.

3.0 SCOPE OF THE SERVICES

3.1 Internet Services

The service provider shall:

i. Review the Bank’s requirements for integration of its premises located in the address provided in Request For Proposal (RFP) document into its Wide Area Network (WAN).

ii. Review eventually existing firewall and VPN concentrator hardware and software to ensure compatibility with bidder’s Customer Premise Equipment (CPE) and suggest any hardware and software upgrades required.


iv. Provide an optic fiber at 25/25Mbps capacity with possibilities for dynamic upgrades, between the Bank’s premises and the Services Providers facilities. Preferably the link should be an Multiprotocol Label Switching (MPLS) with acceptable Quality of Service (QoS) through a Service Level Agreement (SLA).

3.2 Hardware & Software Installation
The service provider shall:
   i. Install hardware and software products required for providing the Bank with the Internet feed
   ii. Provide training, to concerned Bank Staff, during implementation as a component of knowledge transfer and capacity development.

4.0 REQUIREMENTS AND OBLIGATIONS

4.1 Company Profile:
The bidder shall provide proof in the form of:
   i. Several clients of excellent knowledge of the Global Telecommunications and Internet Services Trends and working environment with at least 3 major companies at the national or regional level. Suitable references may include: International Organizations, Central Banks, Economic Research Institutes, Large Commercial Banks, Large financial institutions, Large Public or Private Companies, International Organizations, and large NGO’s
   ii. A Tier2 connection with major Internet Feed Providers at the International level. Proven capacity of providing and handling larger Internet bandwidth satellite and/or leased lines services.
   iii. Tier Capacity to respond and connect the Bank to access the Internet in case of a failure.

4.2 Functional Performance Requirements of the System
   i. High availability
   ii. Smooth integration in the Bank’s current IT environment.
   iii. The service shall operate continuously twenty four (24) hours a day, seven (7) days a week, including public holidays.

4.3 Computing Hardware
The hardware recommended should be able to complement the existing IT environment and be scalable. Furthermore it should be able to support at least 200 concurrent connections to the Internet and support VPN tunneling using Cisco equipment.

4.4 Documentation Requirements
The bidder shall:
   i. Document all activities relating to the Project implementation
   iii. All reports produced by the consulting firm shall become the property of the Bank on completion of the assignment.

4.5 Additional Obligations
The selected Internet Services Provider shall, in order to implement the assignment:
   i. Use skilled and competent personnel with mastery and excellent knowledge of English and/or French.
   ii. Have excellent knowledge in Global Telecommunications and Internet Services deployment, management and maintenance Service consulting, implementing and training in the business;
   iii. Have successfully carried out similar projects in large institutions in similar business areas;
   iv. Provide 24h/7 available support and maintenance to the link and the related service to the Bank.
5.0 DELIVERABLES

5.1 Internet Services
   i. A reliable, stable, efficient and robust internet service.
   ii. Complete specifications of the required hardware and software for the requested Internet Services that will enable the Bank acquire the any additional hardware and software to be used for the Bank’s VPN setup.

5.2 Hardware & Software Installation
   i. Proposed hardware and software products installed, thoroughly tested, and successfully operational and ready to be used.
   ii. Full TCP/IP Internet connectivity through a leased fiber optic circuit at 25/25Mbps with option for on demand upgrade
   iii. Training of concerned Bank staff during implementation, as a component of knowledge transfer.

6.0 TIMEFRAME
It is expected that the successful bidder implements the solution within one (1) week upon the Bank request.

7.0 EXPECTED SERVICE LEVELS

<table>
<thead>
<tr>
<th>SLA indicator</th>
<th>SLA Value</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 ISP Network and service availability</td>
<td>99.99 %</td>
<td></td>
</tr>
<tr>
<td>2 The ISP backbone round trip latency</td>
<td>Less than 40 milliseconds</td>
<td></td>
</tr>
<tr>
<td>3 Tier 3 backbone round trip latency</td>
<td>Less than or equal to 200 milliseconds</td>
<td></td>
</tr>
<tr>
<td>4 Packet Loss</td>
<td>Less than 0.5 %</td>
<td></td>
</tr>
<tr>
<td>5 Pack Jitter</td>
<td>Less than 10 milliseconds</td>
<td></td>
</tr>
<tr>
<td>5 Mean time to repair</td>
<td>1 hour</td>
<td></td>
</tr>
</tbody>
</table>

Credit allocation policy

<table>
<thead>
<tr>
<th>Cumulative monthly time of outages</th>
<th>Customer Credit (% of the monthly backbone recurrent charges)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equal or less than 15 minutes</td>
<td>10 %</td>
</tr>
<tr>
<td>Equal or less than 30 minutes</td>
<td>20 %</td>
</tr>
<tr>
<td>Between 30 minutes and 2 hours</td>
<td>30 %</td>
</tr>
<tr>
<td>Between 1 hour and 4 hours</td>
<td>40 %</td>
</tr>
<tr>
<td>More than 15 hours</td>
<td>50 %</td>
</tr>
</tbody>
</table>
8.0 SPECIAL CONDITIONS OF PURCHASE

Bidders must ensure that the goods offered under this request for proposal are eligible to be used in TANZANIA and other countries specified in Annex VII. The Bank reserves the right to request proof of written authorization from the manufacturer.

In addition, potential bidders are requested to confirm:

i. Acceptance of terms to acquire goods, works and services of the Bank.
ii. The country of origin;
iii. Provisions for warranties and maintenance for each type of article;
iv. The validity of bids,
v. Availability and delivery time;
vi. Delivery conditions.

4.0 DURATION OF THE CONTRACT

4.1 The contract will be for an initial period of 03 (three) years, and thereafter, renewable automatically on annual basis for two (2) years, upon satisfactory performance upto a maximum of duration of 05 (five) years.

6.0 SUSTAINABLE REQUIREMENTS

The Provider is expected to provide security services in a sustainable manner that will allow the Bank to achieve value for money and generates benefits not only to the organization, but also to society whilst minimizing damage to the environment.

6.1 Economy

Service providers are expected to observe the possibility of reducing cost and ensuring that value for money is extended to the Bank.

6.2 Environment.

Integrate environmental considerations into the procurement process with the goal of reducing adverse impact on

6.3 Social

The social aspect relates to the staff employed by the service provider. The provider is requested to indicate to what extent they are compliant, as regards to the following:

- Compliance with local laws and customs when establishing standardized ethical and moral conducts.
- Employing staff from the local communities.
- Compliance with all laws related to wages and working hours. Workers compensations must be guaranteed in accordance to national applicable laws and regulations.
- Payment of statutory benefits on behalf of staff to relevant authorities.
- Staffs’ free association and open communication with management regarding working conditions must be recognized without fear of harassment or any type of reprisal.
- Elimination of all forms of forced or compulsory labor.
- Abolition of child labor i.e. protecting a child from performing any type of work that can interfere in his/her education or that can be hazardous to the child’s health or physical, mental, spiritual, moral or social development.
- Compliance with the Occupational Health and Safety Guidelines.
6.4 Occupational health and safety policy
The provider should have in place, an occupational health and safety policy taking into consideration the following:
• First aid and accident arrangements,
• Occupational health and safety training for staff,
• Regular equipment maintenance, and
• A process for reporting hazards and accidents.
• Use of protective gears such as clothing, boots, gloves for staff depending on the nature of the nature of the job they do.

7 INSURANCE REQUIREMENTS
7.1 The selected service provider shall assume all responsibility for its actions and those of anyone else working for it while engaged in or traveling to or from any activity connected with this contract. The service provider shall subscribe to adequate insurance coverage to protect it from any property damage or bodily injury claims arising from their execution of this contract.

7.2 Evidence of the insurance coverage shall be provided in the form of a certificate, which shall be submitted no later than ten (10) days after receipt of notice of intent to award contract.

8 LIVE PRESENTATIONS
Prior to signing the contract, the Bank may request a prospective bidder to make a live presentation to clarify aspects of their submission and also participate in a question and answer session. The purpose of this would be to evaluate the service providers’ capabilities as specified in this Terms of Reference. The presentation must be made by one or more of the personnel who will manage or supervise contract performance upon award to the bidder.

9 SITE VISITS AND REFERENCE CHECKS
The Bank may undertake site visits to any prospective bidder’s office in order to validate the information provided in the RFP response. The Bank also reserves the right to contact references provided by the bidders in order to validate information provided in the RFP response.

10 DISASTER RECOVERY
The Bank requires that contractors take measures to ensure their capability of continuing to provide services in accordance with the requirements of any contract in the event that the contractor’s normal place of business is threatened or devastated by a disaster, labor dispute or other unforeseen circumstances. Bidders should provide details of the current disaster recovery and business continuity program they may have in place and how this would ensure continuous provision of the required services if contract is awarded.

11 PERFORMANCE EVALUATION
The Bank will conduct periodic performance evaluations of the selected bidder(s) on a bi-annual basis according to the criteria determined by the performance evaluation sheet (Annex 10) which may also be modified in agreement with the service provider. The bidder will be provided with a report of these periodic evaluations. Faults detected will be immediately reported in writing to the attention of the service provider, as well as opportunities for improvement in order to meet the standards and market quality. In the event of continuous sub-standard performance, the Bank may proceed with termination of the contract.
SECTION 5 – EVALUATION CRITERIA AND METHODOLOGY

1) A qualification (pass/fail) assessment will be carried out to determine whether proposals meet the eligibility and qualification criteria. Proposals determined to meet the eligibility and qualification criteria shall be considered for the next stage. Proposals not meeting the eligibility and qualification criteria shall be rejected. The qualification (pass/fail) questionnaire is set out in Section 6.

2) A two-stage process shall be adopted in evaluating proposals. Proposals shall be ranked according to technical score (Nt) and financial score (Nf) using the weights (T = the weight given to the technical proposal, 80%), (F = the weight given to the financial proposal 20%) (T + f = 1).

3) The final score shall be calculated as follows:

\[ \text{Final Score (NG)} = (Nt \times T\%) + (Nf \times F\%) \]

TECHNICAL EVALUATION

Technical evaluation (100 points) (minimum [80] points)

4) Bidders shall obtain a minimum of Eighty (80) points following evaluation of technical proposals (“Qualifying Technical Score”) to be considered for financial evaluation. Bidders obtaining less than the Qualifying Technical Score shall be rejected.

5) Each responsive proposal shall be attributed a technical score:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Max Points</th>
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<tbody>
<tr>
<td>1. Methodology of execution of the service (work method) and understanding of terms of reference:</td>
<td>65</td>
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<tr>
<td>- Program and organization of work i.e. SLAs, response time (15 points).</td>
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<tr>
<td>- Project execution plan indicating main activities of the assignment including installation, commissioning, and training and the delivery period (10 points)</td>
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<tr>
<td>- Monitoring and reporting systems (10 points)</td>
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<tr>
<td>- Network diagrams of the proposed technical solution and the integration schemes with the Bank’s premises equipment with the local ISP and the tier 1POP. (20 points)</td>
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<tr>
<td>- The proposed services fully meets the technical requirements specified by the Bank in the Terms of Reference (10 points)</td>
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<tr>
<td>2. Experience with International Financing Institutions (e.g. WB, IMF, ADB)</td>
<td>10</td>
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<tr>
<td>UN, Central and large commercial banks, large public or private companies:</td>
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<tr>
<td>- Professional reputation of the firm supported by at least five reference letters (2 points per reference)</td>
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<tr>
<td>3. Specific Experience: Similarity in terms of complexity, methodology, value of the contract or other characteristics as described in the request for proposal (2 pts per contract)</td>
<td>10</td>
</tr>
<tr>
<td>4. Human Resources: Experience of the key persons to be involved in the implementation of the project. Provide CVs of Project Manager (5 Points) and at least two (2) Technicians (5 points)</td>
<td>10</td>
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### Sustainable Procurement

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<tr>
<td><strong>7</strong></td>
<td><strong>Sustainable Procurement</strong></td>
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<td></td>
<td>The supplier demonstrate that they will provide the services in a sustainable manner taking into consideration the environment, social and economic aspects. <em>(Refer to detailed sustainable procurement evaluation under appendix 6H).</em></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100 points</strong></td>
</tr>
</tbody>
</table>

6) The bidders obtaining the Qualifying Technical Score of Eighty (80) points shall be notified of the opening of financial proposals. The financial proposals shall be opened and checked for completeness and corrected for computational errors.

**FINANCIAL EVALUATION**

7) The financial proposals shall be evaluated in accordance with the formula below. The bidder or bidders with the lowest financial proposal (Fm) shall be given 100 points. The financial scores of the other bidders (F) shall be computed as follows:

\[
N_f \text{ (financial score)} = 100 \times \frac{F_m}{F}
\]

\(F = \text{amount of financial proposal converted in the common currency}\).

**FINAL RANKING**

8) The bidder or bidders with the highest combined technical and financial score will be ranked first and eligible for award of the contract.

**AWARD OF CONTRACT**

9) The Bank will sign the contract with the bidder who attained the highest combined technical and financial score and with whom satisfactory price, terms and conditions have been agreed.

**POST-QUALIFICATION**

10) Prior to award of the contract, the Bank may undertake a site visit to a prospective bidder’s premises, contact referees and carry out due diligence review in order to validate the information provided in the proposal.

11) The selected bidder will be required to provide an insurance certificate for professional liability of the bidder.
SECTION 6 – TECHNICAL PROPOSAL QUESTIONNAIRE
STATEMENT OF CONFORMITY

To the African Development Bank
Tanzania Country Office
P.O.Box 6024
Dar es Salaam
Tanzania

Dear Sir/Madam,

We, the undersigned, declare that:

(a) We have examined the Request for Proposal (RFP) No ADB/RFP/COTZ/2019/0157 and have no reservation to the RFP including addendum issued;
(b) We have read and understood the general and specific conditions and accept to be bound by the general and specific conditions;
(c) We offer to provide the goods and services in conformity with the RFP;
(d) We agree that any other terms or conditions or any general reservation that may be provided on any correspondence emanating from us in connection with the RFP shall not be applicable to any resulting contract;
(e) Our proposal shall be valid for the period indicated in the RFP and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
(f) We, including any subcontractors or suppliers for any part of the contract, do not have any conflict of interest which will call into question our participation in the procurement process and award of contract;
(g) We understand that the Bank’s policy requires bidders and suppliers to observe the highest standard of ethics, as such we have not offered any gift to Bank staff;
(h) We understand that if we withdraw our proposal after the deadline for submission, the Bank may decide to exclude us from future procurements;
(i) We, including our subcontractors or suppliers for any part of the contract, have nationalities from member countries of the Bank;
(j) Our firm, its affiliates or subsidiaries (including any subcontractors or suppliers for any part of the contract) has not been declared ineligible by the Bank;
(k) We are not under sanction by the World Bank, Asian Development Bank, Inter-American Development Bank or European Bank for Reconstruction and Development.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws in force in our country of registration and the country where the contract is performed.

We understand that you are not bound to accept the most advantageous proposal or any other proposal that you may receive.

We confirm that the undersigned are authorized to commit the bidder(s) to the obligations contained in the RFP and the contract.

Name ____________________________ In the capacity of ____________________________

Signature ____________________________
Email ____________________________

Duly authorized to sign this proposal for and on behalf of: ____________________________
Dated on ____________________________ Official Stamp
### BIDDER INFORMATION SHEET

1. Bidder’s Legal Name:

2. In case of joint venture or any other form of partnership (JV), legal name of each party:

3. Bidder’s actual or intended Country of Registration, Constitution or Incorporation:

4. Bidder’s actual or intended Year of Registration, Constitution or Incorporation:

5. Bidder’s legal address in Country of Registration, Constitution or Incorporation:

6. Bidder’s Authorized Representative Information:
   - Name:
   - Address:
   - Telephone/Fax numbers:
   - Email Address:

7. Attached are copies of original documents of:
   - Articles of Incorporation or Registration of firm named and information on the capital structure.
   - In case of JV, letter of intent to form a legally enforceable JV including a draft agreement, or JV agreement
   - In case of government owned entity from the Bank’s member country, documents establishing legal and financial autonomy and compliance with the principles of commercial law.
   - Organizational chart of the company and list of current staff
## PARTY TO JOINT VENTURE INFORMATION SHEET

1. Bidder’s Legal Name:

2. JV’s Party legal name:

3. JV’s Party Country of Registration, Constitution or Incorporation:

4. JV’s Party Year of constitution or registration into a legally enforceable JV:

5. JV’s Party Legal address in Country of Registration, Constitution or Incorporation:

6. JV’s Party Authorized Representative Information:
   - Name:
   - Address:
   - Telephone/Fax numbers:
   - Email Address:

7. Attached are copies of original documents of:
   - Articles of Registration, Constitution or Incorporation of firm named and information on the capital structure.
   - A letter of intent to form a legally enforceable JV including a draft agreement, or JV agreement and power of attorney nominating an authorized representative of the JV.
   - In case of government owned entity from the Bank’s member country, documents establishing legal and financial autonomy and compliance with the principles of commercial law.
   - Organizational chart of the company and list of current staff.
QUALIFICATION (PASS/FAIL) ASSESSMENT

Bidders shall complete all sections in the questionnaire in sufficient detail and provide evidence and supporting documentation to demonstrate compliance. Bidders shall meet each criterion by the deadline for submission of proposals.

<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
<th>Bidders Compliance Requirements</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Entity</td>
<td>Joint venture partnership (JV) and any other form of partnership</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All partners combined</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Each partner</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>At least one partner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STATEMENT OF CONFORMITY AND BID SUBMISSION FORM</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
</tbody>
</table>

A person or persons duly authorized to bind the bidder to the price and contract has completed and signed the statement of conformity and bid submission form in the format provided.

A power of attorney shall be attached, if applicable.

The bidder shall sign and return the documents in the format provided for a PASS.

<table>
<thead>
<tr>
<th>ELIGIBILITY CRITERIA</th>
<th>Must meet requirement</th>
<th>Existing or intended JV must meet requirement</th>
<th>Must meet requirement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>The bidder is from a member country of the Bank.</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>If yes, provide evidence, such as,</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>PASS/FAIL CRITERIA</td>
<td>Bidders Compliance Requirements</td>
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<tr>
<td>-------------------</td>
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<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td>Single Entity</td>
<td>Joint venture and any other form of partnership (JV)</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>All partners combined</td>
<td>Each partner</td>
<td>At least one partner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **articles of incorporation or registration of firm, memorandum of association (if available), information on the capital structure and legal status of the bidder.**
- **The goods and services offered are produced in a member country of the Bank.**
- **If yes, provide evidence, such as, operating license, information on origin of goods and services.**

The bidder, goods and services offered shall meet the eligibility criteria on the basis of nationality for a PASS.

<table>
<thead>
<tr>
<th>JV (if applicable)</th>
<th>N/A</th>
<th>Existing or intended JV must meet requirement</th>
<th>Must meet requirement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>The bidder has included a JV agreement, or letter of intent to form a legally enforceable JV including a draft agreement.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The bidder has nominated an authorized representative of the JV who has the authority to conduct all business for and on behalf of all partners and enter into the contract.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide contact details of authorized</td>
<td></td>
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</tbody>
</table>
### PASS/FAIL CRITERIA

<table>
<thead>
<tr>
<th>Single Entity</th>
<th>Joint venture and any other form of partnership (JV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All partners combined</td>
<td>Each partner</td>
</tr>
</tbody>
</table>

representative of the JV and power of attorney signed by a legally authorized representative of the JV.

The bidder shall provide a JV agreement or letter of intent to form a legally enforceable JV and draft agreement, contact details of the authorized representative of the JV and power attorney for a PASS.

### FINANCIAL STANDING

See below

The bidder has a minimum turnover of at least United States Dollars (USD) 300,000 annually, for the last three years [2016, 2017, 2018].

Must meet requirement

Existing or intended JV must meet requirement

Must meet at least 20% of the requirement

Must meet 40% of the requirement

The bidder can demonstrate sound financial performance?

If yes, provide evidence, such as audited balance sheets (including notes and income statements), copies of financial statements or other documents to demonstrate financial performance for the past three years [2016, 2017, 2018].

Must meet requirement

Existing or intended JV must meet requirement

Must meet requirement

N/A
<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
<th>Bidders Compliance Requirements</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Single Entity</strong></td>
<td><strong>Joint venture</strong></td>
<td><strong>Yes</strong></td>
</tr>
<tr>
<td></td>
<td><strong>and any other form of partnership (JV)</strong></td>
<td><strong>All partners</strong></td>
<td><strong>Each</strong></td>
</tr>
<tr>
<td>accountant and supported by copies of tax returns for the past three years [2016, 2017, 2018].</td>
<td></td>
<td>combined</td>
<td>partner</td>
</tr>
<tr>
<td>The bidder can demonstrate access to and availability of financial resources to meet the overall cash flow requirements for the contract and its current work commitments?</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
<tr>
<td>If yes, provide evidence, such as, liquid assets, unencumbered real assets, lines of credit and other financial means, other than contractual advance payments or other documents to demonstrate financial resources.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The bidder has become bankrupt, is insolvent or is in the process of winding-up; is being administered by an administrator appointed by a competent court of law that has entered into an arrangement with creditors; has suspended business activities; or is in any analogous situation arising from a similar procedure provided for in the relevant national legislation or regulation.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>The bidder has not fulfilled obligations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## PASS/FAIL CRITERIA

<table>
<thead>
<tr>
<th>Single Entity</th>
<th>Joint venture and any other form of partnership (JV)</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>All partners combined</th>
<th>Each partner</th>
<th>At least one partner</th>
</tr>
</thead>
</table>

relating to the payment of social security contributions, pension fund premiums, payment of taxes or similar legal statutory payments under the law of the country in which the bidder is established or where the contract is to be performed.

The bidder shall not be subject to any of the situations above and shall demonstrate current soundness of its financial position and its long-term profitability for a PASS.

### GENERAL AND SPECIFIC EXPERIENCE

The bidder has been in business for the past three (3) years.

If yes, provide evidence, such as, information on the bidder’s company (description, including a short history, business plan, services offered, organizational chart, number of staff and list of current staff, number of years in business).

The bidder has experience in at least three (3) similar contracts as a prime contractor within the last three (3) years, which have been successfully or substantially completed (the

<table>
<thead>
<tr>
<th>Must meet requirement</th>
<th>Existing or intended JV must meet requirement</th>
<th>Must meet requirement</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
<td>Must meet requirement for one specialism</td>
</tr>
</tbody>
</table>
PASS/FAIL CRITERIA | Bidders Compliance Requirements | Bidders Response | Comments / Evidence provided
---|---|---|---
| Single Entity | Joint venture and any other form of partnership (JV) |
| Yes | No |
| All partners combined | Each partner | At least one partner |

contract shall be at least 70% completed). The similarity shall be based on the physical size, complexity, methods/technology or other characteristics as described in the RFP.

If yes, provide description of similar contracts undertaken as a prime contractor (including name of customer) in the last 3 years.

The bidder shall have been in business for the last three (3) years and has the experience and capability to provide the goods and services required for a PASS.

HISTORICAL CONTRACT PERFORMANCE AND PENDING LITIGATION

Must meet requirement | Existing or intended JV must meet requirement | Must meet requirement | N/A

The bidder has had a contract(s) terminated in the last three (3) years for unsatisfactory performance or default.

Bidders shall complete the litigation history form.

The bidder is involved in litigation that represents more than 50% percent of the bidder’s net worth.
<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
<th>Bidders Compliance Requirements</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All partners combined</td>
<td>Each partner</td>
</tr>
<tr>
<td>Bidders shall complete the litigation history form.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The bidder has been convicted of a criminal offence relating to the conduct of its business of profession in the last ten (10) years?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The bidder has been subject of a judgment for professional misconduct, fraud, corruption, involvement in a criminal organization or any other illegal activity.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>The bidder has been debarred or cross-debarred by the Bank on the basis of corrupt, fraudulent, collusive, coercive and obstructive practices.</td>
<td></td>
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<tr>
<td>The bidder has been evaluated as having provided unsatisfactory performance under a previous contract with the Bank within the last 3 years.</td>
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</tbody>
</table>

The bidder shall demonstrate ability to successfully complete previous contracts and has no pending litigation to impede its ability to perform the contract for a PASS.

**REGISTRATION WITH TANZANIA COMMUNICATIONS REGULATORY AUTHORITY (TCRA)**

The bidder must be registered, at the closing date of the RFP, with the relevant local registration body for the work required for a PASS.
<table>
<thead>
<tr>
<th>PASS/FAIL CRITERIA</th>
<th>Bidders Compliance Requirements</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Single Entity</td>
<td>Joint venture and any other form of partnership (JV)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>All partners combined</td>
<td>Each partner</td>
<td>At least one partner</td>
</tr>
<tr>
<td>SITE VISIT / PRE-BID MEETING (if mandatory)</td>
<td>Must meet requirement</td>
<td>The bidder attended the site visit and pre-bid meeting</td>
<td></td>
</tr>
<tr>
<td>The bidder must attend the site visit and pre-bid meeting for a PASS.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIBER OPTIC CORE NETWORK</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
<tr>
<td>The bidder is a tier 2 ISP Source Provider drawing connection from two (2) different tier 1 (Gateway) providers.¹</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The bidder shall demonstrate that they are a tier 2 internet service provider, for a PASS.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONFLICT OF INTEREST</td>
<td>Must meet requirement</td>
<td>Existing or intended JV must meet requirement</td>
<td>Must meet requirement</td>
</tr>
<tr>
<td>The bidder has declared any actual or potential conflict of interest in the conflict of interest declaration form.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ TIER 1 - Owners of undersea fibre cable – also referred to as Gateways. They provide connectivity to inland fibre optic providers.

TIER 2 - ISP that purchases IP transit to the Internet from Tier 1 Providers.

TIER 3 - ISP that purchases IP transit to the Internet from Tier 2 Providers.
## PASS/FAIL CRITERIA

<table>
<thead>
<tr>
<th>Bidders Compliance Requirements</th>
<th>Bidders Response</th>
<th>Comments / Evidence provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Entity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Joint venture and any other form of partnership (JV)</strong></td>
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<td></td>
</tr>
<tr>
<td>All partners combined</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Each partner</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>At least one partner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The bidder, or any of its affiliates, has not been engaged to provide consulting services for the preparation or implementation of the procurement.

The bidder shall have no actual or potential conflict of interest to call into question its participation in the procurement process and award of contract for a PASS.

A bidder shall PASS all above criteria to be considered for the next stage.

Remarks (Accept/Reject for the next stage)
LITIGATION HISTORY

Bidders shall provide information on any history of litigation or arbitration resulting from contracts executed in the last three years or currently under execution. A separate sheet shall be used for each partner of a joint venture.

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name of Purchaser:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Address of Purchaser:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract award date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Termination date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reason for termination:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total Contract Amount (current value, US$ equivalent)</td>
</tr>
</tbody>
</table>

Non-Performing Contracts – contracts terminated in the past three (3) years for unsatisfactory performance or default

- ☐ Contract non-performance did not occur during the stipulated period
- ☐ Contract non-performance during the stipulated period

Pending Litigation

- ☐ No pending litigation
- ☐ Pending litigation

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name of Purchaser:</td>
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<tr>
<td></td>
<td></td>
<td>Address of Purchaser:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract award date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Matter in dispute:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Outcome as Percent of Total Assets</th>
<th>Contract Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Name of Purchaser:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Address of Purchaser:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract description:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract award date:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Matter in dispute:</td>
</tr>
</tbody>
</table>
CONFLICT OF INTEREST DISCLOSURE FORM

It is the Bank’s policy to ensure fairness and integrity in its procurement process. All bidders (including affiliates, partners in joint venture, suppliers and subcontractors) are required to disclose any actual or potential conflict of interest. Bidders shall respond to the questions below and provide further information pertaining to any relationship/connection with the Bank.

<table>
<thead>
<tr>
<th>Bidders Response</th>
<th>Comments /Information provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Are you connected to a person employed by the Bank who is involved in the procurement process? This could be a personal or business relationship.

Have you been engaged in providing consulting services for the preparation or implementation of an assignment relating to the procurement?

Are you an employee or stakeholder of the Bank?

Has the Bank offered you a contract of employment in the last 12 months?

Are you participating in more than one proposal in the procurement process?

Have you hired any Bank staff involved in the preparation or implementation of the assignment relating to the procurement in the last 12 months?

Have you held a position in government in the last 3 years? For example, a ministerial position?

Has a member of your family held a position in government in the last three years? This includes your spouse, parent, brother, sister or child.

We hereby certify that: a) we have read and understood the contents of this disclosure form; and b) we have disclosed all actual or potential conflict of interest.

We understand that the Bank shall determine, in its sole discretion, whether any conflict of interest disclosed shall result in rejection of our proposal from the procurement process.

Name: ____________________________
In the capacity of: __________________
Signed: ____________________________
Duly authorized to sign this proposal for and on behalf of: __________________
Dated on: ____________________________
Appendix 6G

PROPOSAL / METHODOLOGY / DESCRIPTION OF THE APPROACH / SOLUTION

In this section, the Bidder should provide a comprehensive description of how it will provide the required Services in accordance with the Terms of Reference (TOR) included in this RFP. Information provided must be sufficient to convey to the Bank that the bidder has an understanding of the challenges in performing the required Services and that it has an approach, methodology and work plan to overcome those challenges.

All submissions must be written in English. The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged by the Bidder and the Bank shall be written in the English language. Any printed literature furnished by the Bidder written in another language shall be accompanied by English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.

1. Technical Proposal (Technical Envelope)

(a) In respect of article 6 of the Letter of Invitation, the bidder must submit the following documents:
   - A statement of conformity (using format as described in Appendix 6A)
   - Power of attorney, if applicable

(b) Proposed solution. This section should demonstrate the Bidder's responsiveness to the Terms of Reference by identifying the specific components proposed, addressing the requirements, as specified, point by point; and should also include any other value-adding services that were not indicated in the TOR but that the bidder may wish to offer the Bank.

(c) Details of the proposed methodology, including but not limited to:
   - Bidder's facilities, equipment, resources;
   - Gantt chart/network diagrams
   - Technologies used
   - Bandwidth monitoring tool
   - Redundancy link
   - System administrator/user manual – guidance on support escalation procedures.
   - Reporting;
   - Suggestions of current tools used to enhance monitoring and reporting standards;
   - Procedures to be used to meet the Bank's service requirements at minimum costs.

(d) Implementation Plan: The service provider shall describe the plan to transition the account should they receive award of the contract. Please include:
   - Project plan for the management of the contract including delivery lead time, installation, commissioning and maintenance.
   - Diagram of provider owned inland Fibre Optic Network
   - Full name and address of the manufacturer's representative closest to the consignee, who can provide after-sales-service, spare parts and warranty services;
   - Action items indicating party responsible for implementation [i.e., Bidder or the Bank];
   - Resource requirements and any other critical item for implementation;
- Period required to commence services.

(e) **Experience and past performance**: bidder should provide at least three attestations duly signed by the companies for which the bidder provided similar services. The document should include signatory name, telephone and fax numbers.

(f) **Management Plan**: bidder must provide a comprehensive and complete written general management approach towards the project that clearly provides a practical approach and includes the following:
   i. **Customer Service**: Bidder shall describe its customer service plan including the response to unsatisfactory performance, ability to handle queries or deal with emergencies at all times, i.e. 24 hours per day;
   ii. **Quality Assurance and Control**: including (complaint management process, quality control systems and procedures proposed, etc.); and
   iii. **Details of disaster recovery program for continuous service on the contract**

(g) **Qualification of Proposed personnel**, professional experience and educational qualifications for this project (use format as described in Appendix 6G-2).
   i. Bidders should provide detailed information on the proposed supervisor(s), attaching his/her curriculum vitae, setting out his/her:
      - Suitability for the assignment;
      - Relevant skills and experience;
      - Outline the precise role the lead person will play;
   ii. **Training plan**: Describe the proposed training plan. On-going training provided by the company (especially as regard to development of core competencies and soft skills) for its staff.

2. **Financial Proposal (Financial envelope)**
   The financial proposal will include:
   - a bid submission form, fully completed and signed (using format as described in Appendix 7A)
   - a general table summarizing pricing (Appendix 7B)

3. **Currencies of Bid**
   The Bidders are to submit their prices in **United States Dollars (USD)**. However, for the purpose of evaluation, the Bank will convert all bid prices into the Bank’s Unit of Account by using the Bank’s monthly moving average rate for the applicable month (deadline for submission of quotations). The currency that shall be used to convert all bid prices expressed in various currencies into a single currency is: **UA** (Unit of Accounts).
SUMMARY OF PROPOSED KEY PERSONNEL

Qualifications and experience of key personnel proposed for administration and execution of the Contract.

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Years of Experience</th>
<th>Qualification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY STAFF
(To be included in the Technical Proposal)

Proposed Position:

Name of Firm:

Name of Staff:

Profession:

National Identity number:

Certificate of good conduct:

Date of Birth:

Years with Firm: Nationality:

Detailed Tasks Assigned:

Key Qualifications:
[Give an outline of key staff member’s experience and training most pertinent to tasks assignment. Describe degree of responsibility held by each staff member on relevant previous assignments and give dates and locations. Use up to half a page.]

Education:
[Summarize college/university and other specialized education of each staff member, giving names of schools, dates attended and degrees obtained. Use up to a quarter page.]

Employment Record:
[Starting with present position, list in reverse order every employment held. List all positions held by each staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in last five years, also give types of activities performed and client references, where appropriate. Use up to three-quarters of a page.]

Languages:

[Indicate proficiency in speaking, reading and writing of each language: excellent, good, fair, or poor.]

Certification:
I, the undersigned, certify that to the best of my knowledge and belief, these bio data correctly describe myself, my qualifications and my experience.

Date:
Signature of staff or authorized officer from the bidding firm

Day/Month/Year
LIST OF CURRENT AND PREVIOUS CLIENTS

Contracts performed as prime Contractor on services of a similar nature and volume over the last three years. Also list details of current clients.

<table>
<thead>
<tr>
<th>Contract Name and Country</th>
<th>Name of Client and Contact Person</th>
<th>Type of Work Performed and Year of Completion</th>
<th>Value of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current clients</td>
<td></td>
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<tr>
<td>Previous clients</td>
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</tbody>
</table>
## Major items of Contractor's Equipment proposed for carrying out the assignment.

List all information requested below.

<table>
<thead>
<tr>
<th>Item of Equipment</th>
<th>Description, make, and Age (years)</th>
<th>Condition (new, good, poor) and number available</th>
<th>Owned, leased (from whom or to be purchased (from whom)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
DETAILS EVALUATION FOR SUSTAINABLE CRITERIA (100 Points) (weight = 5% of the Technical Evaluation)

Service providers are expected to observe the possibility of reducing cost and ensuring that value for money is extended to the Bank. They are also expected to recognize the need to protect the environment and that social aspects concerning its staff members are respected. Service providers are required to indicated the level of engagement and compliance with the terms of reference in relation to sustainability and demonstrate their current status on the following criteria.

1. Economy
   The Service Provider is requested to indicate how they will assist the Bank in finding more sustainable means in undertaking the services, so as to obtain value for money and economic efficiency. The provider is requested to indicate to what extent they are compliant, as regards to the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Yes /No</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Energy consuming products with energy</td>
<td></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>saving potential.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Durable Equipment that will be used many years.</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>When there are other costs related to the</td>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>product during its life cycle.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Environment.
   When possible the Service Provider is expected to protect the environment and minimize the environmental impact of work practices carried out by the company i.e. practices that will reduce harm on the environment and reduce wastage of resources. The provider is requested to indicate to what extent they are compliant, as regards to the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Yes /No</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with industry requirements to provide internet</td>
<td></td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>services.</td>
<td></td>
<td></td>
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<tr>
<td>Understanding the safety hazards that go with fiber</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>optic cable is critical for those who install or maintain</td>
<td></td>
<td></td>
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<tr>
<td>fiber optic systems.</td>
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<tr>
<td>Compliance with the NEMA requirements regarding collection</td>
<td></td>
<td>6</td>
<td></td>
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<tr>
<td>and disposal/Recycling of disused IT equipment.</td>
<td></td>
<td></td>
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<tr>
<td>Material, moving and handling equipment used in the building</td>
<td></td>
<td>4</td>
<td></td>
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<tr>
<td>have the minimum carbon footprint possible.</td>
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</tbody>
</table>
3. Social

The social aspect relates to the staff employed by the service provider. The provider is requested to indicate to what extent they are compliant, as regards to the following:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Yes / No</th>
<th>Points</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equal remuneration to all staff regardless of their ethnicity, background, sex etc.</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment of statutory benefits on behalf of staff to relevant authorities</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employing Staff coming from the local communities</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freedom of Association and right to collective bargaining; Workers free association and open communication with management regarding working conditions must be recognized without fear of harassment or any type of reprisal;</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comply to elimination of all forms of forced or compulsory labor.</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance with abolition of child labor, protecting it from performing any type of work that can interfere in its education or that can be hazardous to the child’s health or physical, mental, spiritual, moral or social development;</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance with all wage and hour laws. Workers compensations must be guaranteed in accordance to national applicable laws and regulations.</td>
<td>4</td>
<td></td>
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</tr>
<tr>
<td>Compliance with local laws and customs should also be respected when establishing standardized ethical and moral conducts.</td>
<td>4</td>
<td></td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

*Total points 100. This part will constitute only 10% of the total evaluation score of the Bidder.*
SECTION 7 – FINANCIAL PROPOSAL QUESTIONNAIRE
Appendix 7A

BID SUBMISSION FORM

To the African Development Bank
Tanzania Country Office
P.O.Box 6024
Dar es Salaam
Tanzania

Dear Sir/Madam,

We, the undersigned, declare that:

(a) We have examined the Request for Proposal (RFP) No ADB/RFP/COTZ/2019/0157 and have no reservation to the RFP including addendum issued;

(b) We offer to provide the goods and services in the amount indicated in the Price Schedule form included in our proposal;

(c) If provided in the RFP, the prices quoted shall remain fixed for the duration of the contract;

(d) Our proposal shall be valid for the period indicated in the RFP and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept the most advantageous proposal or any other proposal that you may receive.

We confirm that the undersigned are authorized to commit the bidder(s) to the obligations contained in the RFP and the contract.

Name __________________________

In the capacity of ______________________

Signature __________________________

Duly authorized to sign this proposal for and on behalf of: ________________________________

Dated on ________________________________

Official Stamp __________________________
## BILL OF QUANTITIES/SCHEDULES OF PRICES

To the **African Development Bank**  
**Tanzania Country Office**  
P.O.Box 6024  
Dar es Salaam  
Tanzania

<table>
<thead>
<tr>
<th>Description</th>
<th>Unit</th>
<th>Quantity (months)</th>
<th>Price USD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EQUIPMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(A) Provision, of a fully managed Internet Services of capacity <strong>25/25 Mbps</strong> over a terrestrial fiber optic connectivity to support voice, video and data services through a virtual private network (VPN) tunnel with Quality of Service (QoS)</td>
<td>25/25Mbps</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>(B) <strong>Total recurring cost for (A) for 36 Months</strong></td>
<td>25/25Mbps</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>(C) Equipment Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(D) Installation and Commissioning Charges</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Discount offered</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total ( B+C+D)</strong></td>
<td></td>
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</tbody>
</table>

**Delivery required at** The address specified.  
**Delivery Terms** Delivery Duty unpaid  
**Delivery date** |  
**Warranty/ Guarantee offered**  
**Quotation Valid till**  
**Currency stated in (USD)** |  
**Any additional special conditions are given on the next page.** By signing and returning this Price Schedule, we agree to supply the above mentioned items at the rates quoted.  
**Bidder Comments (if any):** Name & Signature of Person completing this Request
## Contract Milestones:
(These are events that trigger amount due to the supplier. Following the milestone event, the supplier will need to submit an invoice including the evidence required to be paid).

<table>
<thead>
<tr>
<th>Contract Milestones</th>
<th>Contract Amount (this could be a percentage of the contract value or a set amount)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. (a) Delivery of equipment to the Bank; installation testing/acceptance and commissioning of equipment. (b) Training provided to minimum of 4 Bank staff</td>
<td>Installation, equipment and commissioning costs paid on invoicing.</td>
</tr>
<tr>
<td>2. Monthly Internet Service provision recurring Charges</td>
<td>Paid quarterly on invoicing and in advance.</td>
</tr>
</tbody>
</table>
SECTION 8 – PRESIDENTIAL DIRECTIVE CONCERNING THE RULES FOR CORPORATE PROCUREMENT ACTIVITIES OF THE BANK

ARTICLE 3: ELIGIBILITY

3.1 Goods, Services, Real Estate and Works procured by the Bank shall be produced in a Member Country and supplied by Contractors from a Member Country, as described in paragraphs 3.2 and 3.3, unless a waiver of Article 17(1)(d) of the Agreement establishing the Bank is granted by the Board of Directors.

3.2 The eligibility of a Bidder or Contractor on the basis of nationality shall be determined in accordance with the following rules:

a) **Natural Person**: a Natural Person is eligible if he or she is a national of a Member Country of the Bank. Where a person has more than one nationality, such a person shall be eligible if the nationality indicated in his or her submission is that of a Member Country of the Bank.

b) **Business**: a Business is eligible if it satisfies the following criteria:
   - It has its registered office or has its principal place of business in a country that is a member of the Bank;
   - Its legal existence is recognized and is in accordance with the laws of a country that is a member of the Bank; and
   - The majority of its capital is held by nationals from a Member Country of the Bank or, if the Business has no capital, more than half of the value of the members contributions to the Business has been contributed by nationals from a Member Country of the Bank.

3.3 In order to be eligible:

a) Goods to be procured must have a value of which more than half is attributable to production or to originating materials and inputs from one or more eligible Member Countries of the Bank;

b) Works must be performed where more than half of the value of the labour is supplied from one or more eligible Member Country of the Bank, and where the equipment and materials needed for carrying out the Works have a value of which more than half is attributable to production or to originating materials and inputs from one or more Member Countries of the Bank.

3.4 A Natural Person or Business shall not normally be eligible at any stage of a competitive procurement process and contract execution if any of the following situations apply and have been declared or should have been declared by the Bidder:

a) The Natural Person or Business has become bankrupt, is insolvent or, in the case of a Business, is in the process of winding-up; is being administered by an administrator appointed by a competent court of law that has entered into an arrangement with creditors; has suspended business activities; or is in any analogous situation arising from a similar procedure provided for in the relevant national legislation or regulation;

b) The Natural Person or Business has not fulfilled obligations relating to the payment of social security contributions, pension fund premiums, payment of taxes or similar legal
provision of Internet based network solution to the country office Tanzania

3.5 A Natural Person or Business, or any of its affiliates, that has been engaged to provide Consulting Services for the preparation or implementation of an assignment shall be disqualified from subsequently providing Goods, Services, Real Estate or Works (other than a continuation of earlier Consulting Services) for the same assignment.

3.6 In addition to the foregoing paragraphs, Vendors of a particular country or Goods and Work materials manufactured in a particular country may be declared ineligible if:

a) as a matter of law or official regulation, the country where the contract is to be performed prohibits commercial relations with that particular country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of Goods, Services, Real Estate and Works, or

b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the country where the contract is to be performed prohibits any import of Goods from, or payments to, that particular country or Vendor.

DEFINITIONS

Bank means the African Development Bank, the African Development Fund and the Nigerian Trust Fund collectively, or any of them individually, as the case may be.

Bidder means a Vendor that has responded to a solicitation document issued by the Bank.

Business means any incorporated or unincorporated organization recognized by the laws of a Member Country of the Bank that has the capacity of entering into contracts and of offering Goods, Services, Real Estate and Works.

Contractor means a Vendor who has entered into a contract with the Bank for the provision of Goods, Services, Real Estate or Works.

Goods means tangible items, including assets and expendable items that are purchased, hired, leased or rented by the Bank. A ‘Good’ may include related Services, such as transportation, insurance, installation, commissioning, training and initial maintenance, provided that the value of those Services is less than the value of the Goods acquired.

Natural Person means an individual authorized by the laws of a Member Country of the Bank to offer Goods, Services, Real Estate and Works.
Real Estate, also known as real property, means land, buildings and premises that are purchased, built or leased by the Bank.

Services means all services except consulting services. For the purposes of this Directive “Consulting Services” refers to expert intellectual or advisory services.

Vendor means any Natural Person or Business that is in the business of selling or otherwise providing Goods, Services, Real Estate or Works.

Works means the construction, reconstruction, demolition, outfitting, repair or renovation of premises or related infrastructures. Such contracts may include related Services where the value of those Services does not exceed the value of the Works.
## LIST OF MEMBER COUNTRIES OF THE BANK

### REGIONAL COUNTRIES

<table>
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<tr>
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<tr>
<td>1</td>
<td>Algeria</td>
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<td>Angola</td>
<td>3</td>
<td>Benin</td>
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<td>5</td>
<td>Burkina Faso</td>
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<td>Burundi</td>
<td>7</td>
<td>Cameroon</td>
<td>8</td>
<td>Cape Verde</td>
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<td>9</td>
<td>Central African Rep.</td>
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<td>Chad</td>
<td>11</td>
<td>Comoros</td>
<td>12</td>
<td>Congo</td>
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<tr>
<td>13</td>
<td>Côte d’Ivoire (HQ)</td>
<td>14</td>
<td>Democratic Rep of Congo</td>
<td>15</td>
<td>Djibouti</td>
<td>16</td>
<td>Egypt</td>
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<td>17</td>
<td>Equatorial Guinea</td>
<td>18</td>
<td>Eritrea</td>
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<td>Ethiopia</td>
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<td>Gambia</td>
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<td>23</td>
<td>Guinea</td>
<td>24</td>
<td>Guinea Bissau</td>
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<td>37</td>
<td>Niger</td>
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<td>Nigeria</td>
<td>39</td>
<td>Republic of South Africa</td>
<td>40</td>
<td>Rwanda</td>
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<tr>
<td>41</td>
<td>Sao Tome &amp; Principe</td>
<td>42</td>
<td>Senegal</td>
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<td>Zambia</td>
<td>54</td>
<td>Zimbabwe</td>
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### NON REGIONAL COUNTRIES

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<tr>
<td>1</td>
<td>Argentina</td>
<td>2</td>
<td>Austria</td>
<td>3</td>
<td>Belgium</td>
<td>4</td>
<td>Brazil</td>
</tr>
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<td>5</td>
<td>Canada</td>
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<td>China</td>
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<td>Denmark</td>
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<td>India</td>
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<tr>
<td>25</td>
<td>United Kingdom</td>
<td>26</td>
<td>United States of America</td>
<td>27</td>
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PART II – GENERAL AND SPECIFIC CONDITIONS

African Development Bank
General Terms and Conditions for the Purchase of Goods, Works and Services

1.0 Constitution of Contract

1.1 The submission of any bid shall constitute acceptance of the African Development Bank General Terms and Conditions for the Purchase of Works and Services, except to the extent they may be modified by special conditions attached to the Contract or Purchase Order (PO). These General Terms and Conditions are then an integral part of the Contract or PO to which they are attached.

1.2 No additional or inconsistent provisions and no variations in or modifications of that Contract or PO made by the Contractor shall be binding unless agreed to in writing by the African Development Bank (hereinafter called the “Bank” or AfDB).

2.0 Performance of Contract

2.1 The Contractor agrees to provide the works or services (hereinafter called the “Services”), as the case may be, required hereunder in accordance with the requirements set forth in the Contract or PO documents. The Contractor undertakes to perform the Services hereunder in accordance with the highest standards of professional competence and integrity in the Contractor's industry, having due regard for the nature and purposes of the Bank as an international organization and to ensure that the employees assigned to perform any Services under the Contract or PO will conduct themselves in a manner consistent therewith. The Services will then be rendered in (1) an efficient, safe, courteous and businesslike manner; (2) in accordance with any specific instructions issued from time to time by the Bank’s designated Project Manager; and (3) to the extent consistent with the above as economically as sound business judgment warrants. The Contractor shall provide the services of qualified personnel through all stages of this Contract/PO. The Contractor shall promptly replace any member of the Contractor's project team that the Bank considers unfit or otherwise unsatisfactory. The Contractor represents and warrants that it is in compliance with all the applicable laws of any jurisdiction in which the Services shall be performed.

2.2 The Contractor shall not assign or transfer any of its obligations under the Contract/PO. It shall be solely responsible for the performance of the Contract/PO in every respect. The Contractor shall indicate the Contract/PO number on all correspondence which shall be addressed to the Bank, unless otherwise stated. The Contractor shall immediately report to the Bank in writing any problems encountered which may jeopardize the performance of the Contract/PO.

2.3 The Contractor shall be responsible for obtaining and renewing at its own cost and in due time such approvals, consents, governmental and regulatory authorizations, licenses and permits as may be required or deemed necessary by the Bank to perform the Contract/PO.

3.0 Conflict of interest

3.1 The remuneration of the Contractor shall constitute the sole remuneration in connection with the Contract/PO. Contractor shall not accept for its benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract/PO or in the discharge of its obligations hereunder, and the Contractor shall use its best efforts to ensure that any subcontractors, as well as the personnel and agents of either of them, similarly shall not receive any such additional remuneration.

3.2 Contractor or the contractor's employees, subcontractors and subcontractor’s employees shall, during the term of the Contract/PO strictly avoid carrying out any other assignments that may be in conflict with this assignment for the Bank.

4.0 Financial Liability, Immunities and Applicable Law

4.1 The financial liability of the Bank under this Contract/PO shall not exceed the total amount of the Contract/PO.
4.2 Nothing in the Contract/PO or relating thereto shall be construed as constituting a waiver of the privileges or immunities of the African Development Bank.

4.3 This Contract/PO is subject to the laws of England, unless otherwise specified in a specific provision of the Contract/PO.

5.0 Insurance

5.1 The Contractor shall procure and maintain during the entire period of performance of this Contract/PO, all adequate insurance required by law in the jurisdiction where the Services will be performed. Upon request of the Bank, the Contractor shall be able to furnish evidence of such insurance, or can be asked to take complementary coverage in order to meet the requirements of the present article.

6.0 Documents

6.1 The Contractor shall furnish all documents and technical information that the Bank may deem necessary for the performance of the Contract/PO. The Contractor shall, in the language requested, attach to each unit of the goods any information necessary for their maintenance and operation.

6.2 The Contract/PO Number must appear on all invoices, shipping documents, packing slips, packages and correspondence.

7.0 Changes

7.1 The Bank may, at any time by written order designated or indicated to be a change order, make changes to the Contract/PO or any part thereof.

7.2 If any such change increases or decreases the cost of and/or the time required for the performance of any part of the Contract/PO, an equitable adjustment shall be made in the Contract/PO price or time schedule or both, and the Contract/PO shall accordingly be amended. No change in, modification of, or revision to the Contract/PO shall be valid unless in writing and signed by an authorized representative of the Bank.

7.3 Prices indicated in the Contractor's bid shall, at all times, be deemed to be firm and not subject to revision. Works and services for the

---

**8.0 Payment and Claims**

8.1 Payment will normally be made through check or bank transfer within 30 days after receipt and acceptance of the Services or from receipt of a correct signed invoice whichever is later. Invoices must be sent in duplicate (one original and one copy) at the following address:

Financial Control Department, African Development Bank
15, Avenue de Ghana, angle des rues Pierre de Coubertin et Hedi Nouira
BP 323, 1012 Tunis Belvedere, Tunisia

Appropriate documentation should accompany all invoices.

8.2 Irrespective of their nature, all claims of the contractual parties, other than warranty claims, arising from or in any way connected with the Contract/PO, shall be asserted within six (6) months after its termination.

9.0 Warranties

9.1 The Contractor warrants that the Services provided under this Contract/PO will conform to the specifications, or other descriptions furnished or specified by the Bank.

9.2 If the Contractor fails to comply with the above requirements, the Bank may after notice to the Contractor, take action at the Contractor expense which in the opinion of the Bank is necessary.

10.0 Safety

10.1 The Contractor shall ensure that itself and all Contractor personnel observe and comply with all applicable safety rules including those specified by the Contractor and the Bank and the Bank’s fire, safety and security regulations. The Contractor shall ensure that any work areas assigned by the Bank to the
11.0 Suspension

11.1 The Bank may at any time suspend the performance of the Contract/PO or any part thereof, even for its convenience, by a written notice specifying the part to be suspended, the effective date and the anticipated period of suspension. The Bank shall not be responsible for the cost of the Contractor’s further performance of the suspended part after the Contractor has been directed to suspend performance.

11.2 Suspension of the Contract/PO shall not prejudice or affect the accrued rights or claims and liabilities of either party to this Contract/PO.

12.0 Termination of Contract/PO

12.1 The Bank may, by written notice, without the authorization of a court or any other authorization and without prejudice to any other remedy, terminate the Contract/PO in whole or in part:

12.1.1 If the Contractor fails to perform any of its contractual obligations and does not immediately rectify such failure after receipt of a written notice by the Bank;

12.1.2 If the Contractor becomes insolvent or bankrupt or ceases paying its debts generally as they mature.

12.1.3 For convenience, without assigning any reason.

12.2 Termination of the Contract/PO in whole or in part by the Bank is not limited to a fundamental breach of Contract/PO and shall not prejudice or affect the accrued rights or claims and liabilities of either party to this Contract/PO.

12.3 If the Bank terminates the Contract/PO pursuant to paragraph 12.1 (i), the Bank may procure, upon such terms and in such manner as it may deem appropriate, services and works similar to those not delivered and the Contractor shall be liable for any excess costs or damage caused to the Bank by the Contractor’s default. The Bank reserves the right to offset costs, incurred by it in relation to the termination of the Contract/PO, from any monies due. In case of partial termination of the Contract/PO, the Contractor shall continue performance of the Contract/PO to the extent not terminated.

12.4 If the Bank terminates the Contract/PO pursuant to paragraph 12.1 (iii) for convenience, the notice of such a termination shall state that termination is for the Bank’s convenience, the extent to which the performance under the Contract/PO is terminated, and the effective termination date. The Bank will issue an equitable adjustment, not to exceed the total Contract/PO price, to compensate Contractor for: (i) the Contract/PO price for the Services accepted by Bank but not paid previously and adjusted for any savings, (ii) the costs incurred in the performance in the work terminated, including initial and preparatory expenses; (iii) the cost of settling and paying other Contractors, subcontractors or lessors under terminated agreements properly chargeable to the terminated portion of the Contract/PO and not included in items (i) and (ii) hereof; and (iv) a reasonable profit on item (ii) above.

12.5 If the Contractor is found to have engaged in any corrupt or fraudulent practices in connection with the Contract/PO, the Bank may in its sole discretion do any or a combination of the following: (i) declare void or terminate this Contract; (ii) declare the Consultant ineligible to contract with the Bank or to enter into contracts financed by the Bank; and (iii) pursue legal proceedings against the Consultant. For purposes hereof:

- “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the procurement process or in Contract/PO execution.

- “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract/PO to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

13.0 Period of performance and Liquidated Damages

13.1 The period of performance of the Services shall be as stated on the front of the
Contract/PO. The schedule for submitting deliverables shall be as stated either in the statement of works attached to this Contract/PO or in front of this Contract/PO. Deliverables must be completed within the said period.

13.2 If the Contractor fails to perform the Contract/PO or any part thereof within the specified period, the Bank may, without prejudice to any other remedy under the Contract/PO, deduct from the Contract/PO price, as liquidated damages, a sum equal to 0.5% of the Contract/PO value for each week of delay until actual performance, up to a maximum of 5% of the Contract/PO value.

14.0 Liability

14.1 The Contractor shall be liable for all damages arising from its action or that of its agents, of which he or its agents could be held liable under the applicable laws.

14.2 The Contractor shall bear the full financial consequences of any material damage or personal injuries, including death which, through its action or that of its agents, may be suffered by himself, its agents, the Bank or its agents or any third party.

14.3 The Contractor undertakes to indemnify and hold the Bank and its agents and principals harmless against all claims, suits and losses that are due to personal injury (including death) or property damage to the extent caused, or alleged by a claimant to have been caused, connection with the performance of the Services under this Contract/PO, by (i) improper or defective work performed by the Contractor; (ii) improper or defective machinery, materials, supplies, implements, equipment or appliances provided, installed or used by the Contractor; and (iii) negligent or wrongful acts or omissions of the Contractor.

15.0 Intellectual Property and Confidentiality

15.1 The Contractor agrees to indemnify and hold harmless the Bank, its officers, employees and agents against all claims, suits and losses that arise from patent, trademark and/or copyright infringement by the Contractor. The Contractor further agrees and indemnifies the Bank in any action against the Bank by the Contractor's employees seeking further compensation for claims covered by the Contractor's worker's compensation insurance. The obligation set out in this Article shall survive the expiration or termination of the Contract/PO.

15.2 The Contractor shall not, while performing the Contract/PO or at any time thereafter, use, or disclose in any manner prejudicial to or incompatible with the interests of the Bank any information of a restricted or confidential nature that may come to its knowledge in connection with the performance of this Contract/PO. The Contractor shall not use the Bank’s name or emblem without prior written authorization.

16.0 Dispute Settlement

16.1 The parties shall make every effort to resolve any disagreement or dispute arising between them under or in connection with this purchase order amicably by direct informal negotiation. The party asserting the existence of a disagreement or dispute shall, promptly upon becoming aware of such disagreement or dispute, notify the other party in writing (such writing being referred to herein as the “Notice of Dispute”) specifying the nature of the disagreement or dispute, and shall also provide such other information about the disagreement or dispute as the other party may reasonably require.

16.2 If, forty-five (45) days after the date the Notice of Dispute has been given, the parties have been unable to amicably resolve the dispute or difference, either party may require that such dispute be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force.

16.3 The arbitral tribunal shall comprise one arbitrator jointly chosen by the parties. However, where the parties are unable to reach an agreement within sixty (60) days of notification of the Conciliation Notice, the London Court of International Arbitration (LCIA) shall become the appointing authority.

16.4 The arbitration shall take place in, London, UK and shall be in the English language.

16.5 The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy.
16.6 Nothing contained in this Contract shall be construed as or constitute a waiver, renunciation or other modification of any privileges, immunities and exemptions accorded to the Bank under the Agreement Establishing the African Development Bank, international conventions or any other applicable law.

16.7 The provision of this article shall remain in force after the termination of this contract.

17.0 Governing law

17.1 This Agreement shall be governed by, enforced and construed in accordance with the laws of England.

18.0 Force Majeure

18.1 "Force Majeure" means any event or condition which (a) wholly or partially delays or prevents a party from performing any of its obligations under the Contract/PO, (b) is unforeseeable and unavoidable, (c) is beyond the reasonable control of such party, and (d) occurs without the fault or negligence of such party.

18.2 The party affected by such Force Majeure shall give prompt written notice to the other party of the nature and probable duration of such Force Majeure, and of the extent of its effects on such party's performance of its obligations hereunder.

18.3 During the continuance of such Force Majeure, the obligations of the affected party shall be suspended to the extent necessitated by such Force Majeure.

18.4 In the event of Force Majeure which delays performance of the Contract/PO or any part thereof by more than thirty (30) days, either party shall have the right, by notice to the other party, to terminate the PO.

19.0 Severability

19.1 If any provision of the Contract/PO is held to be invalid or unenforceable, the remainder of the Contract/PO will remain in full force and effect, and such provision will be deemed to be amended to the minimum extent necessary to render it enforceable.

20.0 Copyrights, database and design rights

The deliverable report(s) and other creative work of the Contractor called for by this Contract/PO, including all written, graphic, audio, visual and other materials, contributions, applicable work product and production elements contained therein, whether on paper, disk, tape, digital file or any other media, (the “Deliverable Work”) is being specially commissioned as work made for hire in accordance with the applicable copyright, data protection and design laws of the country governing the Contract/PO originated. The Bank is the proprietor of the Deliverable Work from the time of its creation and owns all right, title and interest therein throughout the world including, without limitation, copyrights and all related rights. To the extent that it is determined that the Deliverable Work does not qualify as a work made for hire within the meaning of the applicable copyright, data protection and design laws of the country governing the Contract/PO, then the Contractor hereby irrevocably transfers and assigns to the Bank all of its right, title and interest, throughout the world and in perpetuity, in and to the Deliverable Work, including without limitation all of its right, title and interest in copyright and related rights free of any claim by the Contractor or any other person or entity.
SECTION 9 – CONTRACT AGREEMENT

DRAFT CONTRACT
PROVISION OF INTERNET BASED NETWORK SOLUTION FOR THE
TANZANIA COUNTRY OFFICE
No ADB/CTR/COTZ/2019/0157

THIS CONTRACT is entered into by and between THE AFRICAN DEVELOPMENT BANK (hereinafter called ‘the Bank”), an international financial institution having its headquarters in Abidjan, Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE d'IVOIRE and its Tanzania Country Office (COTZ) having its offices at 5th Floor International House, Dar es Salaam, Tanzania on the one part and XXXXXXXXXXXXXXXX, hereinafter called the Service Provider a company duly incorporated and existing under the laws of Tanzania, Trade Register No ………………. whose principal place of business is located at XXXXXXXXXXXXXXXX, of the other part. Parties mean the Service Provider and the Bank collectively, and Party means any one of them, as the context may indicate. The Parties hereto agree as follows:

(i) The Supplier represents and warrants that it possesses the competence and resources to supply and perform the Services (as defined in Terms of Reference which serve as an integral of the present Contract).

(ii) The Supplier agrees to provide the Services according to the timeline set out in each relevant document in TANZANIA.

The following documents (hereinafter referred to as “Contract Documents”), shall be deemed to form, and be read and construed as integral part of this Agreement, viz.:

Annex I: Terms of Reference
Annex II: Service Provider’s Technical Proposal
Annex III: Price Schedule
Annex IV: Service Level Agreement
Annex v: Supplier Performance Evaluation Form
Annex VI: General Terms and Conditions for the Purchase of Goods, Works and Services

DEFINITIONS:

In this Contract the following words and expressions shall have the meanings hereby assigned to them:

(i) "Contractor" means the Internet Service Provider firm whose proposal has been selected by the Bank and the legal successors in title of such firm, but not any assignee of such firm.
(ii) “Sub-Contractor” means any Internet services firm named in this Contract as SubContractor for a part of the Services or any legal firm to whom a part of the Services has been subcontracted with the consent of the Bank and the legal successors in title to such firm, but not any assignee of any such firm.

(iii) "Contract" means this Contract, including the Terms of Reference (TOR), the Contractor's Proposal and such further documents as may be expressly incorporated in this Contract by the Parties.

(iv) "Terms of Reference" means a detailed description and concise specification of the Services, including methodology and time frame for their performance, prepared by the Bank.

(v) "Proposal" means the Contractor's proposal to the Bank for the performance of the Services.

(vi) "Services" means all the services to be performed in accordance with this Contract, as set out in the Terms of Reference (TOR) and in the Contractor's Proposal.

(vii) "Contract Price" means the amount stated in paragraph 6.1 of the Contract as payable by the Bank to the Contractor for the full and proper performance and provision of the Services in accordance with this Contract.

(viii) "Cost" means all expenditure properly incurred or to be incurred, including overhead charges and a reasonable allowance for profit.

The parties agree that words and abbreviations, not specifically defined herein above, but which have well known technical or trade meanings, are used in this Contract in accordance with such recognized meanings.

1. **SCOPE OF SERVICE**

1.1 The Service Provider shall provide the Bank with a minimum capacity of 25/25 Mbps Broadband Internet Connection Service connection to the Bank’s office located at 5th Floor International House, Dar es Salaam, Tanzania.

1.2 The Connection will be provided with an availability of not less than Ninety-Nine point nine nine per cent (99.99%) up time calculated over a period of three (3) years.

1.3 The Bank shall provide to the Service Provider such access to its premises, electrical and Ethernet connections and any other Service Provider requirements as may be necessary to install and ensure the efficient and effective functioning of the Service.

2. **COMMENCEMENT OF SERVICES AND CONTRACT TERM AND EXTENSION OPTION**

2.1 **COMMENCEMENT OF SERVICES**

This Contract shall become effective upon execution by the parties hereto. The Service Provider shall commence the Services no later than 1st December 2019, (the “Commencement Date”) and shall carry out the Services in a manner most suited to the requirements of this Contract.

2.2 **CONTRACT TERM AND EXTENSION OPTION**

2.2.1. The contract will be for an initial period of 03 (three) years, and thereafter, renewable automatically on annual basis for two (2) years, upon satisfactory performance up to a maximum of duration of 05 (five) years.
2.2.2. In the event that a Service Provider is not selected prior to the contract expiration date or by termination by the Bank, it shall be incumbent upon the Service Provider to continue the service under the same terms and conditions until new services can be completely operational. At no time shall this service extend more than ninety (90) days beyond the original expiration date of the base contract term or any extension thereof.

3. PAYMENT FOR THE SERVICES
3.1 The Bank will pay to the Service Provider an amount not exceeding xxx (x.xxx.xx) for the initial installation of the Service. Payment shall be effected upon system acceptance, following receipt of invoice.

3.2 The Bank will pay to the service provider a quarterly service fee in advance, on presentation of a quarterly invoice for services to be rendered.

3.3 The Bank will ensure that payment is made within 30 days of receipt of the invoice. Payments shall be made by Bank Transfer (SWIFT) or such other method that may be agreed between the parties from time to time to the following s account:

- Name of the Bank: .................................................................
- Address of the Bank: ............................................................
- Account number: .................................................................

3.4 Payment of the Contract Amount shall be in accordance with the modalities specified in Annex III to this Contract.

3.5 Additional Services:
For Additional Services the Contractor shall be compensated for all fees and expenses for the Services, including, but not limited to labour costs and reimbursable costs for Contractor's employees and Contractor's sub-contractor in the interest of the Services based on a mutually agreed negotiated amount based on the rates specified.

3.6 Exclusion of Escalation of Prices:
The prices set forth in the Contractor's Proposal are fixed and firm and not subject to price escalation.

3.7 The Bank, its assets, property, operations, transactions and income are exempt from all forms of taxation in accordance with the provisions of the Agreement establishing the African Development Bank. Accordingly, the Service Provider shall not claim from the Bank any taxes, levies, licence fees or any other such charges in relation to this Contract which are paid or may be payable to the municipal/local Council or any other responsible Authority in relation to this Contract and or the Services provided under this Contract.

4. SERVICE STANDARDS
4.1 For each accumulative hour of Service Unavailability as defined below that falls below the 99.75% guarantee, the Bank shall be credited with an amount equal to the pro rata charge for each hour of downtime.

4.2 “Service Unavailability” is the number of minutes that the Service was not available to the Bank, outside of the 99.99% guarantee, but will not include unavailability resulting from:
- Service Provider scheduled network maintenance (outside of normal working hours and with notice of at least twenty four (24) hours);
- Bank works or related activities in the area of or having a possible impact on the Service Provider’s equipment and with notice of at least seventy-two (72) hours;
• The Bank's applications, equipment, or facilities.
• Acts or omissions of the Bank, or any use of the Service authorized by the Bank.
• Reasons of Force Majeure.
• Any act or omission of another network operator.

4.4 At the Bank’s request, the Service Provider will calculate the Bank’s ‘Network Unavailability’ for any calendar month. The Bank will maintain its own downtime log which will be used together with the Service Provider’s calculation to arrive at a consensus on the total number of hours the credit is to be effected for each month.

4.4 The Service Provider shall provide remote support to the Bank. The remote support email available to the Bank for any complaints or queries is XXXXXXX and the Call Center Support line is XXXXXXX (the Bank shall provide the Service Provider with the telephone number of the Technical contact who shall be calling the Service for service).

4.5 The Bank shall identify problems with the Service to the Service provider immediately they are discovered.

4.6 The Service Provider shall provide customer support and troubleshooting services as a minimum during weekdays between 8:00 h. and 17:00 h, and shall inform the Bank of service availability outside those hours. The Service provider shall also ensure that there is a qualified technician available for urgent services 24 hours per day, seven days per week.

4.7 The Service Provider shall respond within no more than one (1) hour on weekdays (Monday – Friday) and twelve (2) hours over the weekend, except for where delay is caused by reasons of Force Majeure.

4.8 Where the Bank cannot get through to the Call Center support line, the second call should be made to the Account Manager, where this fails the third call should be made to the Data Manager. The contact details of the Account Manager and Data Manager shall be provided to the Bank on request.

4.9 If at any time during performance of this Contract, the Service Provider should encounter conditions impeding timely delivery of and the performance of the Services, the Service Provider shall promptly notify the Bank in writing of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider’s notice, the Bank shall evaluate the situation and may at its discretion extend the Service Provider’s time for performance or terminate the Contract.

5. OWNERSHIP OF DATA SERVICES EQUIPMENT

5.1 This is a contract for the provision of Services. Any equipment provided by the Service Provider and used for the establishment and provision of the Services shall remain the exclusive property of the Service Provider; and nothing herein contained shall be construed as granting to the Bank any right in or to equipment.

5.2 For any software damage of the equipment, the Service Provider shall replace the damaged equipment at no charge to the Bank. For any physical damage to the equipment located within the Bank’s premises such as any breakage or fire or water damage caused by the Bank, the Bank shall pay a replacement fee, the cost of which shall vary and be negotiated depending on the damage incurred.
6. **FORCE MAJEURE**

6.1 Neither Party to this Contract shall be responsible for any delay or failure to perform its obligations under this Contract if the delay or failure is attributable to Force Majeure. “Force Majeure” means any event or condition which (a) wholly or partially delays or prevents the affected Party from performing any of its obligations under this Contract, (b) is unforeseeable and unavoidable, (c) is beyond the reasonable control of the Party invoking Force Majeure, and (d) occurs without the fault or negligence of such Party.

6.2 The Party affected by such Force Majeure shall give prompt written notice to the other Party specifying the nature and probable duration of the Force Majeure, and the extent of its effects on such Party's performance of its obligations under this Contract. During the continuance of such Force Majeure, the obligations of the affected Party shall be suspended to the extent necessitated by such Force Majeure.

6.3 In the event of a Force Majeure which delays or prevents performance of the whole or any part of this Contract for more than thirty (30) days, either Party shall have the right, by notice in writing to the other Party, to terminate this Contract without liability to the other Party.

7. **ASSIGNMENT AND SUB-CONTRACTING**

7.1 Assignment: The Service Provider shall not assign, transfer or make any other disposition of any of its rights or obligations under this Contract, in whole or in part, except with the prior written consent of the Bank.

7.2 Sub-Contracting: The Service Provider shall notify the Bank in writing of all sub-contracts awarded hereunder if not previously specified in its bid. Notwithstanding such prior notification, the Service Provider hereby guarantees the full compliance of any of its sub-contractors with the terms of this Contract and the prompt performance thereof in respect of sub-contracted parts of the Services.

7.3 No Prejudice: Notwithstanding the approval by the Bank of (i) the assignment by the Service Provider, in whole or in part, of this Contract; or (ii) the subcontracting of this Contract to a third party by the Service Provider, such approval in each such case shall be without prejudice to the Service Provider’s obligations and liabilities hereunder.

8. **CONFIDENTIALITY AND OWNERSHIP OF DOCUMENTS**

8.1 Confidentiality: The Service Provider shall not at any time communicate to any unauthorized person or entity any confidential information disclosed to the Service Provider for the purpose of the Services or discovered by the Service Provider in the course of the Services. Nor shall the Service Provider publish or cause or permit to be published, without the express authorization of the Bank, any conclusions or recommendations or any part thereof formulated in the course of or as a result of the Services.

8.2 Ownership of documents All documents, reports and data provided to, or compiled or prepared by, the Contractor in the course of carrying out the Services, if any, shall be the property of the Bank. Such materials shall be sorted and indexed by the Service Provider prior to delivery to the Bank. The Service Provider may retain copies thereof, provided, however, that such material shall...
8.3 Survival:
The provisions of this Article 8 shall survive termination of this Contract.

9. DISPUTE RESOLUTION

9.1 The Bank and the Service Provider shall make every effort to resolve any disagreement or dispute arising between them under or in connection with this Contract amicably by direct informal negotiation. The party asserting the existence of a disagreement or dispute shall, promptly upon becoming aware of such disagreement or dispute, notify the other party in writing (such writing being referred to herein as the “Notice of Dispute”) specifying the nature of the disagreement or dispute, and shall also provide such other information about the disagreement or dispute as the other party may reasonably require.

9.2 If, after thirty (30) days from the commencement of such informal negotiations, the Bank and the Service Provider have been unable to amicably resolve the dispute or disagreement, either party shall have the right to initiate arbitration proceedings in accordance with the UNCITRAL Arbitration Rules as at present in force. The arbitral tribunal shall consist of one (1) arbitrator who shall be selected by agreement of the parties. If the parties are unable to agree on the sole arbitrator, the London Court of International Arbitration (LCIA) shall act as the appointing authority. The arbitration shall take place in London, England. The language to be used in the arbitral proceedings shall be English. The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy. Neither the parties, nor the Arbitrator, nor the Appointing authority shall disclose the existence, consent, or results of any arbitration except with the prior written consent of both parties.

9.3 The Arbitrator shall abide by the rules of Ethics for international Arbitrators established by the international bar association. The authority of the Arbitration Tribunal to grant relief is subject to the terms of this Arbitration clause, the terms of this agreement, and the law governing the Contract. The Arbitration Tribunal shall have no authority to award exemplary, punitive, or treble damages.

9.4 Nothing in this Contract shall operate or be construed as a waiver, renunciation or other modification of any right, privilege, immunity and exemption accorded to the Bank under the Agreement establishing the Bank, or under any applicable law.

9.5 Should the Bank be in breach of this Contract and all avenues to address the breach as stipulated in the Contract have been pursued with no remedy, and should this Agreement be terminated as a result thereof, then any outstanding amounts owed to the Service Provider shall become due and payable forthwith.

9.6 Should the Service Provider be in breach of its obligation, and all avenues to address the breach as stipulated in the contract have been pursued with no remedy, then should the Bank opt to terminate the contract, it will not be liable to pay any outstanding monies to the Service Provider.

10. LIQUIDATED DAMAGES

10.1 Subject to Article 6, if the Contractor fails to carry out the Services within the time period(s) specified in this Contract, the Bank shall, without prejudice to its other remedies under this Contract (Annex I, Section E), deduct from the fixed price element of the Contract Price (as
11. TERMINATION OF CONTRACT
11.1 Termination for default – Either Party, without prejudice to any remedy for breach of Contract, by written notice of default sent to the other Party, may terminate this Contract in whole or in part, if that Party fails to perform any obligation(s).

11.2 Termination for insolvency – Either Party may at any time terminate the Contract by giving written notice to the other Party if that Party becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the insolvent Party.

11.3 Termination for Convenience - Either Party may cancel this Contract by giving ninety (90) days’ written notice to the other party.

11.4 Upon termination of this Contract, both Parties shall take immediate steps to end the performance of the Contract in a prompt and orderly manner, mitigating any losses and keeping further expenditure to a minimum.

11.5 On Termination the Bank shall be liable only for payment for the part of the contract actually performed and actual expenses reasonably incurred prior to the effective date of termination.

12. GOVERNING LANGUAGE
12.1 The Contract is written in the English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall also be written in English.

13. GOVERNING LAW
13.1 This Contract shall be governed and interpreted in accordance with English Law, excluding its conflicts of law provisions.

14. CORRUPTION
14.1 The Service Provider represents that no employee of the Bank involved in the award of the Contract has received, or will receive, directly or indirectly, any kind of benefit or advantage from the Supplier, its agents or affiliates, resulting from the award of the Contract or its implementation.

14.2 The Service Provider shall not engage in Corrupt, Fraudulent, Coercive, Collusive or Obstructive practice in competing for or in executing the Contract.

14.3 The Bank reserves the right, where the Supplier has been found by a national or International Entity to have engaged in Corrupt, Fraudulent, Coercive, Collusive or Obstructive practice, to declare that the Service Provider is ineligible, for a stated period of time, to be awarded a Bank contract.

15. EVALUATION OF THE AGREEMENT
15.1 This Agreement will be evaluated every six months. The quality of delivery of goods will be assessed using performance criteria on which the Supplier agrees (Annex V). Faults
detected will be immediately reported in writing to the attention of the Supplier, as well as opportunities for improvement in order to meet the standards and market quality.

15.2 The results below those expected by the Bank and the failure to obtain the minimum required score for each criterion expose the Supplier to sanctions ranging from formal termination of the Agreement.

16. AMENDMENT AND ASSIGNMENT
16.1 No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

16.2 The Service Provider shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Bank’s prior written consent.

17. NOTICES
17.1 Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered to an authorized representative of the party to whom the communication is addressed, or when sent by registered mail or facsimile to such party at the address specified below:

For the: CONTRACTOR For the: AFRICAN DEVELOPMENT BANK

......................................................... .........................................................
......................................................... .........................................................
......................................................... .........................................................

…………………........................................ 5th Floor International House ,
P.O Box 6024 Dar es Salaam, TANZANIA

18. ENTRY INTO FORCE
18.1 This Contract shall be effective on the date of Activation of the Data Services.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be duly executed in their respective names by their duly authorized representatives, on the respective dates specified below.

For the: CONTRACTOR For the: AFRICAN DEVELOPMENT BANK

......................................................... .........................................................
......................................................... .........................................................

Date: ……………………………….. Date: ………………………………..

Place:…………………………….. Place:……………………………..
SERVICE LEVEL AGREEMENT (SLA)
FOR AFRICAN DEVELOPMENT BANK GROUP

Purpose
The purpose of this Internet Provision Service Level Agreement (SLA) is to specify in detail the level of performance and support service expected from the Supplier under the Contract for the Provision of Internet Based Network Solution. This SLA will evolve over time, with additional knowledge of the Bank’s equipment requirements.

To achieve this, the monitoring tool should be configured to have the following:

1. Set a Threshold of 80% utilization on the link (Internet) and generate a trigger once threshold is breached
2. Set a Threshold of the Latency equal to the agreed SLA for our site and generate a trigger once threshold is breached
3. Configure and Automated Report for Internet availability. This report will be extracted weekly
4. Configure and Automated Report for Average Internet Utilization and Peak Link utilization for the link - This report will be pulled weekly and reviewed.
5. The destination for the alerts should be The Bank IT team whose addresses will be provided during contract implementation.

Scope

Services to be provided:

The followings service shall be provided:

1. INTERNET SERVICE PROVISION

1.1 The Service Provider shall provide the Bank with a minimum of 25/25 Mbps Broadband Internet Service connection to the Bank’s office located at 5th Floor International House, Garden Avenue, Dar es Salaam, TANZANIA.
1.2 The Connection will be provided with an availability of not less than Ninety-Nine point Nine per cent (99.99%) up time calculated over a period of three (3) year.
1.3 The service provider will provide a wireless backup link for the primary fibre optic link.
1.4 The Service Provider shall provide the Bank with a real-time bandwidth monitoring tool.
1.5 The Bank shall provide to the Service Provider such access to its premises, electrical and Ethernet connections and any other Service Provider requirements as may be necessary to install and ensure the efficient and effective functioning of the Service.

2. Curative maintenance
The Supplier makes every effort to ensure the curative maintenance consisting in executing the repair works of the Internet equipment further to the breakdowns caused by a normal use which could arise. To answer the demands of intervention, The Supplier arranges following services:

- A Hot line service for minor information.
- An e-mail address to report abnormalities of all kinds, which allows defining the problem with certainty and pulls a sure and effective intervention.
- A distant intervention via public networks, from the central site of the customer.
3. Obligations of the Supplier

- The Supplier commits to maintain and upgrade equipment, and software covered by the present contract, in good working order.
- The Supplier commits to intervene further to the announcement of the breakdown by The AfDB.
- The Supplier will keep secret any information having a confidential character or any technical or commercial document of the AfDB, marked confidential, during the duration of the contract and one year after the end of this one.
- Further to the intervention of his technicians, The Supplier will supply to the AfDB a complete index card containing the nature of the problem, the made works and the measures to be taken to avoid that it reproduces.
- The Supplier has to inform the AfDB of a possible change of telephone numbers and/or of his address.

The service contract also includes technical support which may include the followings:
- Assistance in the resolution of the technical problems with the internet equipment.
- Assistance in the security and the reinforcement of the configuration of the equipment against the possible attempts of intrusion.
- Advise and recommend any operation likely to reinforce the solution of security already installed by the Supplier.
- All technical support will be supported by a signed report of the work which will indicate the followings:
  - The hour of call;
  - The name of the technical support;
  - The summary of the intervention;
  - The duration of the intervention.

Processes and Procedures Related To This Contract

1. Request for Support
A request for support is defined as a request to fix an anomaly in service provision or defect in existing equipment. Such requests may be executed by e-mail, fax or phone call. In the latter case the Bank Project Manager must summarize in writing for its file, the conversation held with the Supplier and/or its Local agent. The support request sent to the Supplier shall clearly mention the severity level of the problem.

2. Call Management Process
The Supplier shall set up within its organization a unit in charge of recording and tracking all problem reports, inquiries, or other types of calls received from the Bank.

3. Performance Evaluation

3.1 Evaluation Reporting
The Bank will provide regular reporting to the Supplier to indicate how the latter is performing vis-à-vis the related target performance (see below). These reports are expected to be produced by the Bank’s support unit and will provide details on the Supplier’s performance against SLA targets.

3.2 Evaluation Criteria
Reporting against the SLA resolution targets will focus on the time to resolve operating problems. This evaluation will only address the support requests submitted to the Supplier for resolution. The evaluation report will be in the form of a written letter or e-mail as appropriate.

4. Characteristics for problem categorization
5. Severity Codes
The following characteristics are used to identify the severity of a problem report:

- Business and financial exposure
- Work outage
- Number of clients affected
- Workaround
- Acceptable resolution time

It is not necessary (nor is it likely) to have perfect match of each characteristic to categorize a problem report at a particular severity level. A given problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem.

<table>
<thead>
<tr>
<th>Severity 1 (Critical)</th>
<th>Severity 2 (High)</th>
<th>Severity 3 (Medium)</th>
<th>Severity 4 (Low)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business and financial exposure</td>
<td>The Internet service/equipment failure creates a serious business and financial exposure.</td>
<td>The Internet service/equipment failure creates a low business and financial exposure.</td>
<td>The Internet service/equipment failure creates a minimal business and financial exposure.</td>
</tr>
<tr>
<td>Work Outage</td>
<td>The Internet service/equipment failure causes the client to be unable to work or perform some significant portion of their job.</td>
<td>The Internet service/equipment failure causes the client to be unable to perform some small portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.</td>
<td>The Internet service/equipment failure causes the client to be unable to perform a minor portion of their job, but they are still able to complete most other tasks.</td>
</tr>
</tbody>
</table>

Number of Clients Affected

- The equipment failure affects a large number of clients.
- The equipment failure affects a small number of clients.
- The equipment failure may only affect one or two clients.

Workaround [This bullet carries the heaviest weighting of the characteristics for Severity 1 and 2.]
<table>
<thead>
<tr>
<th>Severity 1 (Critical)</th>
<th>Severity 2 (High)</th>
<th>Severity 3 (Medium)</th>
<th>Severity 4 (Low)</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).</td>
<td>There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).</td>
<td>There may or may not be an acceptable workaround to the problem.</td>
<td>There is likely an acceptable workaround to the problem.</td>
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**Response Time**

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<th>Within one hour.</th>
<th>Within one hour.</th>
<th>Within eight hours or by next business day.</th>
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**Resolution Time**

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<th>The maximum acceptable resolution time is 24 continuous hours, after initial response time.</th>
<th>The maximum acceptable resolution time is two business days.</th>
<th>The maximum acceptable resolution time is 5 calendar days.</th>
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</table>

**Levels of Service**

The service levels offered by the Supplier to the Bank are described below. The Supplier’s goal must be to meet, and even exceed, when possible, the levels of services described below.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Severity 1, 2</th>
<th>Severity 3, 4</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>- The Supplier and/or Local Agent shall provide support 24 hours, seven days a week by phone and/or on-site intervention by operations and network service specialists. - Support requests are taken 24 hours, seven days a week. - Telephone call back within one hour from receipt of the request by the Supplier and/or Local Agent. - Guaranteed delivery of hardware replacements within one (1) business day of receiving the request for support.</td>
<td>- Requests taken 24 hours, seven days a week. - The Supplier and/or Local Agent shall provide support during normal working hours in the Bank, by phone and/or on-site intervention. - Call back within one hour during normal working hours at the Supplier or Local agent. - Guaranteed delivery of hardware replacements within four (4) business days of receiving the request for support.</td>
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</table>
Levels of Effort
The level of effort expected of the Supplier shall be exercised in full, either through corrective maintenance activities or through preventative maintenance activities.

Roles and Responsibilities of the Supplier and the Bank:
Roles and Responsibilities of the Supplier
The Supplier’s Support Team has the following general responsibilities under the Contract.

i. The Supplier shall conduct business in a courteous and professional manner
ii. Once a support request has been submitted, the Supplier shall make themselves available to work with the Bank support resource assigned to the support request.
iii. The Supplier shall continue to provide the Bank access, software, licensing, training, documentation, and support for all software supplied.
iv. The Supplier shall provide all of the necessary and requested documentation, information, and knowledge capital to the Bank prior to the deployment of any new equipment

Supplier’s Support Specialists
i. The Bank end users do not contact the Supplier support resources directly to report a problem. All problem calls must be logged through the Banks ICT Officer/ICT Consultants.
ii. Identifying all tasks associated with each support request and deriving estimates for the completion of each task.
iii. Responsibility for responding to support requests.
iv. Conducting testing (system/integration/acceptance testing activities should be performed).
v. Participating in the acceptance testing and implementation activities.
vi. Providing knowledge transfer to the Bank ICT support unit staff.
vii. Preparing monthly status reports.

Roles and Responsibilities of the Bank
The Bank has the following general responsibilities under the Contract

i. The Bank shall conduct business in the context of this Contract in a courteous and professional manner with the Supplier.
ii. The Bank shall log all information from the Supplier required to establish contact information, document the nature of a problem and the Supplier's equipment environment (as applicable).
iii. The Bank shall attempt to resolve problems over the phone on first call.
iv. The Bank shall escalate support request to next level of severity upon approach of established resolution targets.
v. The Bank support unit shall assign severity codes based on its analysis of the situation.
vi. There are several roles deployed within the Bank that are integral to the provision of support services to the Bank. These roles include the following:

Bank team

The ICT Officer will act as the task manager and will provide the overall direction of the activities of the support specialists, participate directly in the production of the associated deliverables, and will negotiate with the Supplier’s support manager regarding the classification of enhancements and the scheduling of tasks.

The ICT Officer works as a point of contact for all activities relating to the transition of a new or modified equipment service from the Supplier to the African Development Bank’s support unit and the decommissioning of Network and Systems Security Equipment. Reporting to the person in charge of the Network and Systems Security Divisional manager, he or she is responsible for planning, coordinating, and overseeing the transition of new equipment into production.
His or her duties will include:

- Ensuring SLA targets are met (coordinating all activities to ensure all tasks are performed in a consistent manner and on schedule).
- Ensuring all work is performed according to the agreed-upon work methods and standards. Participating directly in the production of the associated deliverables.
- Assigning severity codes to support requests and liaising with the Supplier’s team to negotiate the scheduling of tasks, and coordinate the activities of the Supplier’s support team.
- Ensuring all required documentation, information, and knowledge capital has been prepared, as per transition checklist, and turned over prior to the start of support for a new equipment.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be duly executed in their respective names by their duly authorized representatives, on the respective dates specified below.

For the:
CONTRACTOR

.......................................................
......................................................
..................................................................

Date: .............................................
Place:…………………………….

For the:
AFRICAN DEVELOPMENT BANK

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Date: .............................................
Place:…………………………….
## SECTION 10 – PERFORMANCE EVALUATION OF SERVICE PROVIDER

### PERFORMANCE EVALUATION OF SERVICE CONTRACT PROVIDERS

<table>
<thead>
<tr>
<th>SERVICE PROVIDER</th>
<th>PURPOSE OF CONTRACT</th>
<th>CONTRACT REFERENCE</th>
<th>DATE OF EFFECTIVENESS</th>
<th>EXPIRATION DATE</th>
<th>EVALUATION PERIOD</th>
<th>TOTAL MAXIMUM POINTS</th>
<th>OVERALL EVALUATION SCORE</th>
<th>OVERALL SCORE IN %</th>
<th>PERFORMANCE LEVEL</th>
<th>EVALUATED BY</th>
<th>APPROVED BY</th>
<th>CERTIFIED BY CGSP.2</th>
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**Very Good:** 90% and above  
**Good:** 80% to 89%  
**Satisfactory:** 70% to 79%  
**Poor:** 50% to 69%  
**Unsatisfactory:** 50% and below

### EVALUATION CRITERIA

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<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>COEFFICIENT (1-3)</th>
<th>RATING (1-10)</th>
<th>TOTAL SCORED</th>
<th>Maximum Possible Score</th>
<th>COMMENTS</th>
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