REQUEST FOR PROPOSAL (RFP)

FOR

SUPPLY, INSTALLATION and COMMISSIONING of Server, LAN, WIFI and CCTV SURVEILLANCE System for Bhomra Land Port

A. PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential vendors for the procurement of Server, Lan, Wifi and CCtv surveillance system for Bhomra Land Port.

B. PROJECT BACKGROUND

Bangladesh Land Port Authority (BLPA) was established in 2001 with a view to increasing trade and business with the neighboring countries. The Bhomra land port is one of Bangladesh's major land ports, the number of imports and export through Bhomra land port in FY 2019-2020 was around 2.7 million metric tons. Around 450 import and 50 export trucks use this land port daily. The inflow of import and export volume is increasing rapidly after the inauguration of the Padma Bridge. Currently, all port operations rely solely on human procedures and documentation, causing delays in cargo movement around the port. To facilitate this heavy inflow of traffic, the port process needs to be simplified and automated.

In line with this vision of the Bangladesh Land Port Authority (BLPA) as well as the government of Bangladesh, the Global Alliance for Trade Facilitation (GATF), a public-private partnership, is implementing a project on trade facilitation named 'Digitalization of Border Procedures at Bhomra Land Port' in Bangladesh.

The Global Alliance for Trade Facilitation supports governments in developing and least-developed countries in implementing the World Trade Organization's Trade Facilitation Agreement. The Alliance projects cut through red tape and end costly delays at borders by bringing together governments and businesses of all sizes as equal partners to deliver targeted trade reforms. The Alliance is led by the Center for International Private Enterprise, the International Chamber of Commerce, and the World Economic Forum, in cooperation with Gesellschaft für Internationale Zusammenarbeit (GIZ). It is funded by the governments of the United States, Canada, Germany, and Denmark.

This project is delivered in Bangladesh by Swisscontact in collaboration with Bangladesh Land Port Authority.

The project's overall goal is to ensure that "Border procedures are streamlined and efficient" at the Bhomra land port in Bangladesh. For that purpose, the project aims to implement ICT infrastructure to ensure that the e-port management software is running smoothly.

C. SCOPE OF WORK

1. Assess and prepare network and surveillance system plan for Bhomra Land Port.
2. Supply, Installation and Commissioning of application server (production 1) at Bhomra Land Port.
3. Supply, Installation and Commissioning of application server (production 2) at Bhomra land port.
4. Supply, Installation and Commissioning of application load balancer server at Bhomra land port.
5. Supply, Installation and Commissioning of primary database server at Bhomra Land Port.
6. Supply, Installation and Commissioning of backup database server at Bangladesh Computer Council National Data center.
7. Supply and setup of LAN at Bhomra Land Port.
8. Supply and setup of WIFI at Bhomra Land Port.
9. Supply and setup of Firewall with DMZ configuration at Bhomra Land Port.
10. Supply, Installation and Commissioning of CCTV surveillance system at Bhomra Land Port.
11. Supply and installation of Desktop, Laptop and Hardware accessories at Bhomra Land Port.

12. Supply, Installation and Commissioning of server room passive components and setup of the server room and network.
13. Supply, installation and commissioning of generator for server room at Bhomra Land Port.
14. Supply, installation and commissioning of uninterruptible power supply for server room
15. Supply, installation and commissioning of automatic voltage regulator for server room
16. Supply, Installation and Commissioning of air conditioning units for server room (minimum 2).
17. Supply, installation and commissioning of access control system for server room door.
18. Supply, installation and commissioning of fire alarms / suitable firefighting equipment.

D. ELLIGIBILITY CRITERIA

The vendor must meet the below eligibility criteria for selection to the next steps and the following documents are mandatory for submission:

S. L	Selection Criteria	Supporting documents required for submission
1	a) Minimum 10 years' experience in ICT business as a Company or Firm/entity with Register of joint stock & companies (RJSC) in Bangladesh. b) Yearly turnover of the firm shall be at least Tk. two crore in the past 3 years and the minimum amount of liquid assets i.e working capital or credit line(s) of the firm shall be Tk two crore. c) Bangladeshi companies can be the lead consortium with international or other local companies. In that case, the "Consortium Lead" must fulfill qualification criteria 1(a) and 1 (b).	a) RJSC Registration certificate. b) Audited financial statements of the last 3 years issued by a credited auditor (Latest financial year ended in Jun 2022) c) Latest Trade license d) Latest VAT/BIN certificate (13 digit BIN) e) Latest Income Tax clearance certificate. (Income tax assessment year 2022-23) f) Working capital or credit line(s) certificate of the firm as per template. g) Partner agreement that establishes consortium lead and partner scope and responsibilities.
2	The vendor must be a certified partner of the Original Equipment Manufacturer (OEM) of Server, Lan, Wifi, Firewall, CCTV and end user devices.	Manufacturer Authorization Form
3	The vendor must have minimum 2(Two) project experiences administered by the Government of Bangladesh involving supply, installation and commissioning of servers, local area network, wan, firewall, and CCTV surveillance system successfully completed in a DC/on premise server setup configuration within the last 05 years of minimum value of **BDT 2 Crore for each of the projects**.	Submission of project summary according to the template and relevant project certificates from the client.
4	The vendor must have successfully completed/running at least 1 (one) Annual Maintenance Contract (AMC) within the last 5 years with a total 1 year of duration for maintaining servers, storages, databases, LAN/WAN, CCTV Surveillance in the Government/Public sector in a DC/On premise server setup configuration.	Relevant project certificates from the client/Project information that must include client name, email, and contact no., budget, duration of the service contract and high-level

		description of the assignment. Please submit as per the template.
5	Management capacity (company brochures and other documents describing assignments, experience, availability of appropriate professional staff and experience among applicant's staff, resources to carry out the assignment), logistic capability (well-equipped office space with necessary facilities etc.)	Company brochures/profile, list of similar assignments, list of professional staffs with their technical skills and project experience, logistics support. & office space information etc.

E. REQUEST FOR PROPOSAL (RFP) PROCESS

(i) **Submission:** The RFP process is based on three envelope system. The bidders must submit the eligibility documents, Technical and Financial proposals based on the prescribed proposal format (attached in the Annex) and according to the submission guidelines. The bidders must prepare the contents of the proposals in such a way as to meet the requirements of the **RFP and scoring criteria** described in **section I**.

(ii) **Proposal opening and evaluation:** The proposals from the bidders will be opened and evaluated in accordance with the evaluation methodology and scoring criteria described in **section I**.

(iii) **Award:** The winning bidder will be notified of the award based on the performance of the technical proposal and the financial proposal.

(iv) **Contract:** By signing the contract agreement form (included in ANNEX) and accepting the terms and conditions, the Contract will be granted.

F. PROPOSAL SUBMISSION GUIDELINE

The participant bidders must submit the offer in three envelope system. The first envelope will contain the legal and supporting documents to meet the eligibility criteria, the second envelope will contain technical proposal and the other envelope will contain the financial proposal. The three envelopes must be covered in a large envelope.

The bidders must submit the technical proposal and financial proposal as per the format attached in the ANNEX. The proposals along with the forms must be submitted as soft copy & hard copy by **30 September 2023** following the instructions below:

Soft copy submission: The legal and supporting documents, technical proposal and financial proposal **must be sent as three separate files, attached** in three separate emails to the following email address: bd.dblp@swisscontact.org

Please send the attachment in ZIP format (recommended to reduce the mail and file size). Please do not send the attachment that is linked to a cloud location. The authority will not accept a softcopy stored and shared in a cloud location.

Mail size limit: Recommended up to 50 MB per mail attachment. If the file is larger than the recommended size, please split the file sections into multiple files and send for submission.

For eligibility criteria E-mail subject line: Company name eligibility criteria documents for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port.

For Technical proposal E-mail subject line: "**Company name**, Technical proposal for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port.

For Financial Proposal E-mail subject line: "**Company name**, Financial proposal for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port.

Hard copy Submission:
The hard copy of the eligibility criteria documents, technical proposal and the financial proposal **must be sent in three separate envelopes**. Put the three separate proposals in one envelope and **send it to the following address:**

Finance and Admin Officer, DBLP – Digitalization of border procedures at Bhomra Land Port,
Swisscontact
SWISS FOUNDATION FOR TECHNICAL COOPERATION
House 28, Road 43, Gulshan 2, Dhaka 1212, Bangladesh.

An additional hardcopy **(Copy)** of the original proposals (eligibility documents, technical and financial in three separate envelope and put the three separate proposals in one envelope) is required to be **send to the following address:**

D M Atiqur Rahman
Deputy Secretary, Director (Admin), and Project Director,
Digitalisation of the Border Procedures at Bhomra Land Port (DBLP),
Bangladesh Land Port Authority
F-19/a, Sher-e-Bangla Nagar, Agargaon, Dhaka 1207, Bangladesh.

Eligibility criteria envelope subject line: Eligibility criteria documents for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port

Technical proposal envelope subject line: Technical proposal for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port

Financial Proposal envelope subject line: "Financial proposal for the Supply, Installation and Commissioning of Server, lan, wifi and cctv surveillance system for Bhomra Land Port

For Enquiries regarding (RFP)

Bidders can send queries about the RFP to the email listed below. Deadline: **12 September 2023**.
email: bd.dblp@swisscontact.org

Swisscontact reserves the right to ignore any or all of the queries.

G.   PROPOSAL SUBMISSION REQUIREMENTS

TECHNICAL PROPOSAL FORMAT AND CONTENTS

The bidder must address but not limited to the following points.

Executive Summary: The Executive Summary will condense and highlight the contents of the technical proposal in such a way as to meeting the requirements of the RFP.

Bidder's Background and Experience: Company overview — the Bidder must include a company summary including corporate profile, office location(s), company size, and area of expertise.

Bidder's Project Work Plan: The Bidder must submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of the work as outlined in the ToR and product delivery, installation and testing procedure. The Bidder must identify realistic person hours of effort and responsibilities for the deliverable and each work activity in a Gantt Chart format.

Project Management Plan: The proposal must contain a comprehensive description of the Bidder's plans for project management, staff organizational structure, progress reporting and sign-off procedures. The Bidder must indicate flexibility in meeting changes in program requirements and coping with problems. Bidder must also describe how project delays will be addressed should they occur. This should include assurances that sufficient resources and knowledgeable, experienced staff are available to meet the project schedule.

Resumes: The Bidder must include brief resumes for personnel that will be working on the project, if awarded the contract. The resumes must clearly identify expertise in the functional areas listed in the Technical Specification section of the ToR.

Server, network and surveillance system plan: The bidder must submit a plan/blueprint how the servers, network (Lan and Wifi) and surveillance system will be functioned in the Bhomra land port.

Goods schedule of compliance: The bidder must submit schedule of compliance of the hardware by following the ANNEX 2.

Goods acceptance plan: The bidder must submit the plan to inspect/test the goods to conform their conformity to the specifications.

Proposal must be submitted including the above contents and forms attached in the ANNEX.

FINANCIAL PROPOSAL FORMAT AND CONTENTS

The bidder must submit **proposal price sheet** based on the prescribed format (attached in the ANNEX) and according to the submission guidelines.

H. TECHNICAL AND FINANCIAL PROPOSAL PARAMETERS

The parameters for evaluation are divided into three parts:

1. Technical Proposal score (40%)
2. Financial Proposal score (60%)

I. EVALUATION METHODOLOGY & SCORING CRITERIA

EVALUATION METHODOLOGY

1) Technical proposal Evaluation Methodology

The Technical proposal will be opened first. The technical proposal will be evaluated with a minimum pass requirement of 70% of the obtainable 40 points assigned for technical proposal.

2) Financial proposal Evaluation Methodology

The vendors who have secured pass marks in the technical proposals will be considered for financial proposal evaluation. The maximum score for the financial proposal would be 60. It will be awarded to the lowest cost bidder provided that its Financial Proposal is compliant with the requirements specified in this document (see compliance requirements and relevant aspects below). Scores will be allocated to other bidders depending on deviation from the least cost bid.

3) Final Selection of the vendor:

The final selection of the vendor will be combining the technical proposal and financial proposal scores.

SCORING CRITERIA

Technical Proposal Scoring Criteria (1-4)

1 = not satisfactory (25% of the total score)
2 = meets minimum (50% of the total score)
3 = satisfactory (75% of the total score)
4 = more than satisfactory (100% of the total score)

S. L	Title of the Criteria	Evaluation Criteria	Available Score
1.	Project track record: Documentation of at least two (2) successfully implemented projects with GOB administration.	• Project scope of work and service, list of the Professional Roles/Expertise deployed for the assignment and Project budget.	8
2.	Human Resource setup: Available resources to perform the activity requested and a backup plan for key resources.	• Availability of lead personnel and team members for the key functions in the project team and CV's of the professional assigned for this project.	4
3.	Project implementation planning	• Comprehensive project plan including hardware delivery, installation, and testing procedure. • Server deployment, network and surveillance system plan. • Approach to meeting deliverables and critical milestones. • Technical specifications compliance.	20
4.	Maintenance and support	• Maintenance and support service proposal including SLA service matrix (parts replacement, server, database and network maintenance KPI), on-site off-site support activities, incident and service request management, infrastructure monitoring tool, service desk ticketing etc. • Availability of lead personnel and team members. • Maintenance scope of work, technology, SLA including parts replacement, server, database and network maintenance KPI and service availability and list of processes (e.g., incident management, change management etc.) covered in the past assignment.	8

Financial Proposal Compliance Requirements

S. L	Compliance Requirements	Key Aspects

1	Proposal price sheet including delivery, installation, testing and training.	Price sheet based on the proposed technical specification.
2	Staff remuneration	Resource cost in office and field.
3	License cost	License cost of technology/tools for setup and maintenance (If any)

J. KEY DELIVERABLES AND TIMELINE

S. L	DELIVERABLES	TIMELINE	Delivery and installation site
1.	Application Server (production), Load balancer server, Database server production, server room and firewall setup	By October ,2023	Bhomra Land port
2.	Application server 2 (Production), Backup Database server, Lan and generator setup	By December ,2023	Bhomra Land port and Bangladesh computer council
3.	Wlan and infrastructure monitoring tool setup	By January ,2024	Bhomra land port
4.	CCTV and surveillance system setup	By February, 2024	Bhomra land port
5.	UAT, training, documentation and project handover	By March, 2024	Bhomra land port

K. PAYMENT TERMS

S. L	DELIVERABLES	TIMELINE	PAYMENT PROPORTION
1.	Approved Project plan (Gantt Chart showing all activities, dependencies, milestones and deliverables). Supply and Successful installation of all the Hardware.	Feb 2024	50%
2.	UAT, training, documentation and project handover	14 March 2024	30%
3.	Maintenance and support service for 3 years	February 2027 (Tentatively)	20%

5% (Five) of the total Contract Price shall be paid/released after fulfilling each year's (for first two years) support upon submission invoice with Maintenance Report at the end of the year.

10% (Ten) of the total Contract Price shall be paid/released after end of the contract period.

L. GENERAL TERMS AND CONDITIONS

i. All quoted prices should include delivery, installation, testing and training cost with VAT, Tax, and all other Govt. Duties, if any.
ii. Bidder must submit financial offer for 03 years' warranty period, which includes replacement of faulty parts, license renewal, service, maintenance and troubleshooting.

iii. Warranty period will start after successful installation and testing by the supplier and acceptance by the procuring organization.
iv. The price offers should have validity for at least 1 year.
v. All the prices should be mentioned in BDT.
vi. The successful company must submit original technical and user manuals of the hardware/software at the time of delivery of the hardware/software.
vii. Proper documents and data sheet have to be provided for indicating all the specification is present in the offered hardware which is stated in the required specification.
viii. Bidder must submit OEM policy for parts replacement of faulty parts. For critical devices e.g. production server, firewall, core switch, power setup (ups and generator) this should be within 2 (Two) business days.

M. Team Composition

The vendor will propose **a project team as deemed suited based on the project requirements and milestones** including the following lead personnel and skillsets.

Please be aware that the following team formation is provided as a guideline; the project organizational structure may vary based on the plan proposed by the bidder.

Role	Required experience and skill
Project Manager	1. Bachelor's in business, computer science, engineering or equivalent from any reputed university. 2. Recognized certification in Project Management. 3. Minimum 10 years of experience in hardware project delivery, server and network administration plan, operation and maintenance in data centre environment. 4. Experience in CCTV surveillance setup, operation and maintenance. 5. Proven experience in GOB hardware project management.

Lead Server and Database administration	1. Bachelor's in computer science and Engineering or equivalent from any reputed university.
	2. Minimum 8 years of experience in Server and database administration.
	3. Proven experience in GOB project as a server and database admin.
	4. Solid experience of:
	   a) Building server and database systems of high availability and load balancing.
	   b) Sync/async data replication, data backup, recovery and security.
	   c) Open source OS (e.g. Linux and Unix distribution) installation, operation and maintenance.
	   d) Open source database design, administration, operation and maintenance.
	5. Certification in server and database administration.

Lead Network administration	1. Bachelor's in computer science and Engineering or equivalent from any reputed university.
	2. Minimum 8 years of solid industry experience in Network (Lan, Wi-Fi and firewall) design, implementation, operation and maintenance.
	3. Proven experience in GOB project as a network admin.
	4. Solid experience of:
	   a) Assess and design enterprise level network (Small and medium business).
	   b) Lan, Wan, Wifi and firewall setup, operation and maintenance.
	   c) Network performance management.
	5. Certification in network administration.

Lead data centre engineer	1. Bachelor's in computer science and Engineering or equivalent from any reputed university. 2. Minimum 8 years of solid industry experience in data centre layout design, setup, operation and maintenance. 3. Proven experience in GOB project as a data centre admin. 4. Solid experience of: Data centre layout design, setup and maintenance. Data centre power and colling management. 5. Certification in data centre administration.

N. TRAINING AND KNOWLEDGE TRANSFER

The vendor must propose detail training plan considering the following level of training:

1. Vendor only have to develop relevant training materials e.g., user guide, training manual, online video tutorial, online help and frequently asked questions.
2. Vendor must have a plan for job shadowing and reverse job shadowing with the operational users.

Training Level	Training Catalogue	Number of Participants
First-level technical support	i. Basic training in server, network, CCTV operation and troubleshooting. ii. First level Incident and request resolution.	Total batch 5 Per batch 10 participants
Training of the trainers	ToT training to selected official so that trainers can replicate the skills to the relevant officials.	1 batch 10 Participants
Second level technical support	i. Server and Database administration, operation and maintenance. ii. Network administration and troubleshooting. iii. Second level incident and request resolution.	1 batch 6 participants

	iv. Regular system health checkup and monitoring.	

O. MAINTENANCE AND SUPPORT SERVICE

The vendor must provide detailed maintenance and support service plan, which may include the followings-

1. Support service types and mode of services.
2. Helpdesk functionalities
3. Configuration management
4. Release management
5. Incident management
6. Bug fixing and relevant change management.
7. Problem management
8. Maintenance and support service-related reporting.

P. PROJECT COMPLETION DEADLINE

The deadline for the project completion is by 14 March 2024.

Q. SUMMARY OF PROPOSAL RESPONSE DEADLINE

S. L	Tasks	Deadlines
1.	Publish RFP in national newspapers, Bdjobs, Swisscontact, Alliance and BLPA website	3 September 2023
2.	Responding bidders' queries through email	12 September 2023
3.	Eligibility documents, Technical & financial proposal submission deadline	30 September 2023
4.	Eligibility documents screening and evaluation of technical proposal	10 October 2023
5.	Evaluating the financial proposals of the bidders who passed the minimum technical score	12 October 2023
6.	Combine the technical, financial and declare the winner	15 October 2023

R. OTHER TERMS AND CONDITIONS

Change order, increase for additional delivery or decrease order
The Procuring Entity may at any time order the Supplier to make changes within the general scope of the Contract in any one or more of the following:

1. Drawings, designs, or specifications, where goods to be delivered under the Contract.
2. The place(s) of delivery of goods and related services.
3. Increase/decrease in product specification.
4. Increase/decrease in product quantity.

The Procuring organization may, in exceptional circumstances, issue additional delivery where the items already been procured through competitive method of an additional quantity within warranty period provided that prices are still the most advantageous to the Procuring organization after price verification.

The Supplier shall, under no circumstances, proceed to commence the delivery of Goods and related services unless it has been approved by the **procuring organization** or authority next higher, as appropriate.

If any change causes an increase in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract , an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, as applicable provided that both the parties (The Procuring organization and the Supplier) reach an agreement.

The procuring organization can decrease the product specification and quantity for which equitable adjustment must be made in the contract price and delivery and completion schedule specified in the key deliverables and timeline.

Delivery of goods and services
The delivery of the Goods and completion of the related services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements.

Acceptance Certificate
Procuring organization will issue acceptance certificate after receipt of the goods at final destination in the form of an Acceptance Certificate, unless any defects in the supply, any damage during transportation or any failure to meet the required performance criteria of the supply are identified and reported to the Supplier.
In such cases the Acceptance Certificate will be issued only for those parts of the contract supplies which are accepted. The Acceptance Certificate for the remaining supplies will only be issued after the Supplier has remedied the defects and/or any non-conformity.

Specifications and standards
The Hardware and related services supplied under this Contract shall conform to the technical specifications and standards mentioned in ToR.

Inspections and Tests
The Procuring organization shall have the right to test the Goods to confirm their conformity to the Contract specifications. Technical specifications shall specify what tests the Procuring organization requires and where they are to be conducted. The Supplier shall at its own expense and at no cost to the Procuring organization, carry out all such tests of the Goods and related services as are specified in the Contract.

The Supplier shall provide the Procuring organization with a report of the results of any such test.

The Procuring organization may engage external agents for the purpose of conducting inspection of Goods, provided that the Procuring Entity shall bear all of its costs and expenses.

Extension of Delivery and Completion Schedule
If at any time during the Contract, the Supplier should encounter conditions impeding timely delivery of the Goods or completion of Related Services the Supplier shall promptly notify the Procuring organization in writing. It must state therein the cause/s and duration of the expected delay. The Procuring organization shall decide whether and by how much to extend the time. In all cases, the request for an extension should be submitted before the lapse of the original delivery date.

Points of contact
RFP bidders are not allowed to contact any Swisscontact, BLPA and the Alliance personnel, such as management or other local contacts, regarding this RFP. Any such communication may lead to the proposal received being rejected. It is expected that the supplier will also provide the Procuring organization (Swisscontact) with a single point of contact capable of answering questions related to this RFP.

Provided Information:
This RFP contains information believed to be reliable at the date of issuance. The document is intended solely for the information of the party to whom it is issued. All proposals will become the property of the Procuring organization and donor (Swisscontact and the Alliance) which reserves the right to use without limitations or liability for any ideas from the proposals.

Swisscontact reserves the absolute right to:
i) Accept or reject any or all proposals
ii) Negotiate with any, all or no RFP bidders
iii) Modify or cancel this RFP
if deemed to be best interest to do so.

It is the RFP bidder's responsibility to:
i) Properly understand and examine the RFP
ii) Examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response
iii) Satisfy itself as to the completeness, correctness, and sufficiency of its response

Approving Authority:

Approving Authority means the authority is the Alliance (as per the Technical Assistance Project Proforma/Proposal and the Memorandum of Understanding between the Alliance and the Government of People's Republic of Bangladesh) which, in accordance with the Delegation of Financial Powers, approves the award of Contract for the Procurement of Goods, and Services.

Confidentiality:

The Invitation document is confidential. The Procuring organization (Swisscontact) may update or revise the document or any part of it. The recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, director, agent, or other person associated or affiliated in anyway with Swisscontact or any of its partners, customers or suppliers without the prior written consent of Swisscontact.

Cost of Responding:

All costs and expenses incurred by RFP bidders in any way associated with the development, preparation, and submission of their responses to this RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc. and providing any additional information required by the Procuring organization (Swisscontact) will be borne exclusively by the RFP bidder.

RFP Errors:

Each recipient should notify the Procuring organization (Swisscontact) of any error or discrepancy found in this document.

Liability:

This invitation is not an offer by the Procuring organization (Swisscontact), but an invitation for responses. No contractual obligation on behalf of the Forum whatsoever exists from this process unless and until a formal contract is signed and executed by authorized people of the Procuring organization (Swisscontact), and the selected bidder.

ANNEX:

1. Terms of References (ToR)
2. Technical Proposal form (Specification submission)
3. Financial proposal form (Price proposal)
4. Financial proposal form (Total cost)
5. Project track record (Hardware delivery, installation and handover)
6. Project track record (Operation and maintenance)
7. Service Level Agreement (SLA) Format
8. Swisscontact Contract format
9. Credit line format
10. Manufacturer authorization form