



REQUEST FOR PROPOSAL (RFP):

BIOMETRIC DOOR ACCESS SERVICES

FOR

ESAAMLG SECRETARIAT

A. INTRODUCTION

Organizational Overview

1. The Eastern and Southern Africa Anti-Money Laundering Group (ESAAMLG) Secretariat is soliciting proposals from experienced and qualified biometric office access service providers to provide comprehensive solutions that would suit the requirements of the office. The selected service provider will be responsible for supplying the equipment along with the implementation matrix including end user training and maintenance of hardware/software.

B. SUBJECT OF THE CONTRACT

2. This request for bids seeks a qualified and experienced supplier for a biometric secure door access system to be installed at three secure access points. The bid must include a warranty and after-sales services, system training, including maintenance. Annual maintenance costs should be itemized separately in the invoice and should be included in the contract with the successful bidder.

C. TECHNICAL SPECIFICATIONS AND STANDARDS

Scope of the Service

3. The biometric door access supplier shall be able to provide the following but not limited to:
 - a) detailed specification (make and model) of the equipment to be supplied including the software features of the device, and the storage capacity for data and maximum number of users (between 30-50 users);
 - b) scope of work – the quotes should provide for the supply and installation costs including VAT and warranty, license renewals, if any and the quotes/invoice (in TZS and/or USD) specifying the scope of the obligations of the supplier;
 - c) implementation matrix which should include the planned servicing of the equipment, maintenance, post warranty technical support/service;
 - d) detailed information of the security features of the equipment;
 - e) minimum professional skills and qualifications of the supplier including list of names of previous installations carried out which will be counter verified with previous institutions where they have installed these systems;
 - f) Back Up option in case of biometrics failure.

D. SUPPORT SERVICES

After sales service/Maintenance

4. The biometric door access supplier shall provide after sales services that would be required in line with the warranty as agreed between the supplier and the purchaser and maintenance of the hardware and upgrade of the software when required. This service shall attract no additional charge during the time of the warranty and shall be clearly laid out in the invoice and contract of agreement.

Working Hours

5. The biometric door access supplier must be able to provide all approved services 24 hours a day and seven days a week. The service provider must have a hotline service for urgent requests falling outside normal working hours (the name of a dedicated contact person and telephone number must be provided).

Communication to ESAAMLG

6. The biometric door access supplier shall inform ESAAMLG immediately of any changes in hardware/software/upgrades, that may affect the hardware/software to be outdated or redundant. Any error committed on the part of the service provider or its agents or assignees shall be its own liability.

E. CRITERIA CONDITIONS:

7. There are three types of criteria under this call for tenders:
 - (i) exclusion criteria,
 - (ii) selection criteria, and
 - (iii) award criteria.

Exclusion Criteria

8. Tenderers shall be excluded from participation in the procurement procedure if they:
 - i. are bankrupt or being wound up,
 - ii. are having their affairs administered by the courts/receivers,
 - iii. have entered into an arrangement with creditors,
 - iv. have suspended business activities or
 - v. are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
 - vi. they have been convicted of an offence concerning their professional conduct by a judgment that has the force of res judicata;
 - vii. they have not fulfilled obligations relating to statutory payment as in the case of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the ESAAMLG representative authority or those of the country where the service is to be rendered; and
 - viii. they have been the subject of a judgment that has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity

detrimental to the financial interests of the resident country of the ESAAMLG representative authority.

Selection and Award Criteria

- i. Tenderers should have the necessary financial, economic, technical, and professional capacity to perform their obligations under the contract. The interested secure door access supplier must:
- ii. be a company duly established and existing under the laws of the country of its incorporation;
- iii. be able to be reached 24/7 to deal with ESAAMLG's situational needs;
- iv. make sure that it does not need any permit, license or other authorisation (other than those already obtained and would have satisfied all needed requirements) to enter into and comply with the contract and to perform any obligations thereunder;
- v. not be engaged in or, to the best of its knowledge, threatened by any litigation, or administrative proceedings, the outcome of which might have a material adverse effect on the performance of all obligations under the contract;
- vi. to the best of its knowledge and belief after due inquiry, not be in violation of any legislative requirement relevant to the performance of all obligations under the contract;
- vii. Cost effectiveness of the proposed solution including a sample invoice with the details identifying the subject, the amounts, and the conditions of the hardware and software equipment supplied.
- viii. provide a description of its business, staff levels, history and highlights;
- ix. provide to the tender committee copies of the Curriculum Vitae (CVs) for the manager and evidence of successful completion of three (3) projects to institutions with similar requirements;
- x. able to present various options that would be available and make a presentation of the device (hardware/software) including but not limiting to the specifications listed above;
- xi. has a clear, transparent, and timely way of invoicing. Invoices must indicate clearly the total cost of the device (hardware and software) including any levies, VAT and the cost of installation and provide a clear description of the coverage of the warranty, in addition, the annual maintenance after the lapse of the warranty.
- xii. Has clear schedule of average response times for service and support.
- xiii. Demonstrate ease of operations, management and support of the Door Access Control System.
- xiv. Ability to provide administrator and/or end user training.

SUMMARY

F. PROPOSAL SUBMISSION DETAILS:

9. Interested suppliers are invited to submit their proposals outlining the following:
- Company background and experience in providing biometric door access services,
 - Detailed descriptions of services offered,
 - Proposed supply and maintenance approach,
 - References from previous clients,
 - Pricing structure and any additional fees.

Tender Documents must be submitted either by email to 'Erick Sanga' esanga@esaamlg.org and Jane Sailo: jsailo@esaamlg.org or through the postal address below. Proposals should be submitted strictly not later than 31st August 2024 in electronic format. Late submissions will not be considered.

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G. Selection Process:

Shortlisted suppliers may be invited for interviews or presentations to further discuss their proposals. The selected service provider will be notified by 30th September 2024.

H. Contact Information:

For inquiries or clarifications regarding this RFP, please contact the abovementioned in paragraph 9.

I. Confidentiality:

All information provided in response to this RFP is confidential and should not be disclosed to any third parties without prior consent from ESAAMLG.

ESAAMLG Secretariat reserves the right to accept or reject any proposal and to cancel the RFP process at any time without liability. Thank you for your interest in providing biometric secure door access services to ESAAMLG. We look forward to receiving your proposals.