

**BROADBAND SYSTEMS CORPORATION
(BSC Plc)**

**Remera, Gisimenti Airport Road
(KN5 Rda), Opposite Chez Lando
P O Box 7229, Kigali, Rwanda
Email : procurement@bsc.rw**

REQUEST FOR PROPOSAL

**PROVISION OF PROFESSIONAL SERVICES FOR ENTERPRISE
SOLUTIONS, DATA CENTER SERVICES, AND CYBERSECURITY**

JANUARY 2026

CONTENTS

Section 1. Letter of Invitation (LOI)	3
Section 2. Instructions to Consultants	5
1. Introduction.....	5
2. Clarification and Amendment of RFP Documents	8
3. Preparation of Proposals.....	8
4. Submission, Receipt, and Opening of Proposals.....	11
5. Proposal Evaluation.....	12
6. Negotiations.....	13
7. Award of Contract.....	15
8. Confidentiality.....	15
Section 3. Instructions to Consultants, Data Sheet.....	16
1.1	16
3.1	16
SECTION 4: TERMS OF REFERENCE	21

Section 1. Letter of Invitation (LOI)

REQUEST FOR PROPOSALS N°: 001/S/NOT/BSC/2026

TITLE: PROVISION OF PROFESSIONAL SERVICES FOR ENTERPRISE SOLUTIONS, DATA CENTER SERVICES, AND CYBERSECURITY

1. Broadband Systems Corporation Plc ("BSC Plc") is a licensed Internet Service Provider (ISP) that is incorporated under the laws and regulations of the Republic of Rwanda. The company is engaged in the business of providing advanced Information and Communication Technology ("ICT") services based on broadband connectivity.
2. BSC Plc now invites Firms to submit their technical and financial proposals PROVISION OF PROFESSIONAL SERVICES FOR ENTERPRISE SOLUTIONS, DATA CENTER SERVICES, AND CYBERSECURITY. More details on the consultancy are provided in the Terms of Reference included in this RFP.
3. The present Request for Proposal has been addressed to all qualified consultants.
4. Firms will be selected under **Quality Based Selection (QBS)** method of selection and procedures described in this Request for Proposal documents (RFP).
5. The technical and financial proposals should be presented separately in different envelopes each bearing the nature of the proposal, name of Consultancy Firm and all the envelopes should be submitted in an outer envelope sealed with the following indications:

"CONSULTANCY SERVICES FOR NETWORK DESIGN, SDWAN SOLUTION AND SOC SERVICES FOR 1 YEAR FRAMEWORK AGREEMENT"

To: Chairperson of the Tender Committee BSC Plc

Remera Airport Road
(KN5 Rda), Opposite Chez Lando
P O Box 7229, Kigali, Rwanda
E-mail: procurement@bsc.rw

6. Well printed proposals written in English language, properly bound and presented in 3 copies one of which is the original must reach BSC Plc's Procurement office at Remera Airport Road (KN5 Rda), Opposite Chez Lando not later than **6th February 2026 at 10:00 A.m.** late bids shall be

rejected. The public opening will take place at **10h30 A.m.** on the same day at BSC Plc conference room.

7. The bids must have a validity period of **one hundred twenty days (120)** days from the bids opening date.

Done at Kigali, on 23/01/2026

Sincerely,

Gilbert KAYINAMURA
Chief Executive Officer

Section 2. Instructions to Consultants

1. Introduction

- 1.1. The Client named in the Data Sheet will select a consultant/consulting organization (the Consultant) in accordance with the method of selection specified in the Data Sheet.
- 1.2. The qualified Consultants are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.
- 1.3. Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultants.

2. Conflict of Interest

- 2.1. BSC Plc Procurement policy requires that Consultant provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests, and act without any consideration for future work and in accordance with the law on public procurement.
- 1.5.1. Without limitation on the generality of the foregoing, Consultant, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

3. Conflicting activities

- 3.1.1. A Consultant that has been engaged by the Client to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a Consultant hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the Consultant's consulting services for such preparation or implementation. For the purpose of this paragraph, services other than consulting services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

4. Conflicting assignments

4.1.1. A Consultant (including its Personnel and Sub-Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Client.

5. Conflicting relationships

5.1.1. A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, shall not be awarded a Contract.

5.1.2. Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

6. Unfair Advantage

6.1.1. If a Consultant could derive a competitive advantage from having provided consulting services related to the assignment in question, the Client shall make available to all Consultants together with this RFP all information that would in that respect give such Consultant any competitive advantage over competing Consultants.

7. Fraud and Corruption

7.1. BSC Plc procurement regulations require that all procuring team, as well as Consultants participating in procurement process adhere to the highest ethical standards, both during the selection process and throughout the execution of a contract. In pursuance of this policy, the following procurement regulations are observed:

(a) defines, for the purpose of this paragraph, the terms set forth below as follows:

- (i) "Corrupt practice" means offering, giving, receiving money or anything of value to make a public official partial in the tender award or contract execution process;
- (ii) "Fraudulent practices" refer to any act of lying, providing misinformation, including collusive practices among bidders aiming at influencing the procuring entity to making wrong decisions or to giving room for poor execution of the contract;

- (iii) "Collusive practices" means a scheme or arrangement between two or more consultants with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels;
- (iv) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.

(b) Require rejection of a proposal for award if it is determined that the Consultant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question;

(c) Require sanctions to a Consultant, including declaring the Consultant ineligible, either indefinitely or for a stated period of time, to be awarded any contract if at any time it is determined that the Consultant has, directly through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing a contract; and

(d) Gives the right to require that, a provision be included requiring Consultants to permit the procuring entity to inspect their accounts and records and other documents relating to the submission of proposals and contract performance, and have them audited by auditors appointed by client.

7.2. Consultants, their Sub-Consultants, and their associates shall not be under a declaration of ineligibility for corrupt and fraudulent practices in accordance with the above para. 1.6.

7.3. Consultants shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the Consultant is awarded the Contract.

8. Proposal Validity

8.1. The Data Sheet indicates how long Consultants' Proposals must remain valid after the submission date. During this period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The Client will make its best effort to complete negotiations within this period. Should the need arise; however, the Client may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall certify that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants could submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.

9. Clarification and Amendment of RFP Documents

9.1. Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Client's address indicated in the Data Sheet. The Client will respond in writing, or by standard electronic means and will send written copies of the response to all Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para. 2.2.

9.2. At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Client may, if the amendment is substantial, extend the deadline for the submission of Proposals.

10. Preparation of Proposals

10.1. The Proposal (see para. 1.2), as well as all related correspondence exchanged by the Consultants and the Client, shall be written in the language (s) specified in the Data Sheet.

10.2. In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

10.3. While preparing the Technical Proposal, Consultants must give particular attention to the following:

- (a) If a Consultant considers that it may enhance its expertise for the assignment by associating with other Consultants in a joint venture or sub-consultancy, it may associate with either (a) Consultant(s), or (b) Consultants if so indicated in the Data Sheet. In case of association with Consultant(s), the Consultant shall act as association leader. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.
- (b) The estimated number of Professional staff-months or the budget for executing the assignment shall be shown in the Data Sheet, but not both. However, the Proposal shall be based on the number of Professional staff-months or budget estimated by the Consultants.

For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget, while the estimated number of Professional staff-months shall not be disclosed.

- (c) Alternative professional staff shall not be proposed, and only one curriculum

vitae (CV) may be submitted for each position.

11. Language

(d) Documents to be issued by the Consultants as part of this assignment must be in the language(s) specified in the Reference Paragraph 3.1 of the Data Sheet. If Reference Paragraph 3.1 indicates two languages, the language in which the proposal of the successful Consultant will be submitted shall govern for the purpose of interpretation. It is desirable that the Consultant's Personnel have a working knowledge of the Client's national language.

12. Technical Proposal Format and Content

12.1 Depending on the nature of the assignment, Consultants are required to submit a Full Technical Proposal (FTP). The Data Sheet indicates the format of the Technical Proposal to be submitted. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated in the following paragraphs from (a) to (g) using Standard Forms.

12.2 For the FTP a brief description of the Consultants' organization and an outline of recent experience of the Consultants and, in the case of joint venture, for each partner, on assignments of a similar nature is required. For each assignment, the outline should indicate the names of Sub-Consultants/ Professional staff who participated, duration of the assignment, contract amount, and Consultant's involvement. Information should be provided only for those assignments for which the Consultant was legally contracted by the Client as a corporation or as one of the major Consultants within a joint venture.

12.3 For the FTP comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/ effectiveness of the assignment; and on requirements for counterpart staff and facilities including: administrative support, office space, local transportation, equipment, data, etc. to be provided by the Client.

12.4 The FTP description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under. The work plan should be consistent with the Work Schedule which will be shown in the form of a bar chart timing proposed for each activity.

12.5 The list of the proposed Professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks.

12.6 Estimates of the staff input (staff-months of local professionals) needed to carry out the assignment. The staff-months input should be indicated separately for home

office and field activities, and local Professional staff.

- (f) CVs of the Professional staff signed by the staff themselves or by the authorized representative of the Professional Staff.
- (g) For the FTP detailed description of the proposed methodology and staffing for training, if the Data Sheet specifies training as a specific component of the assignment.

- a. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non-responsive.

13. Financial Proposals

- a. The Financial Proposal will be a man rate/day to carry out the assignment. It shall include all costs associated with the assignment. The scope of work/assignment and duration will be determined depending on the nature and size.

13 Taxes

- a. The Consultant may be subject to local taxes (such as: value added or sales tax, social charges or income taxes on non-resident Foreign Personnel, duties, fees, levies) on amounts payable by the Client under the Contract. The Client will state in the Data Sheet if the Consultant is subject to payment of any local taxes.
- b. Consultants may express the price of their services in a maximum of three freely convertible currencies, singly or in combination. The Client may require Consultants to state the portion of their price representing local cost in the national currency if so indicated in the Data Sheet.

14. Submission, Receipt, and Opening of Proposals

- 14.1 The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultants themselves. The person who signed the proposal must initial such corrections.
- 14.2 An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked "ORIGINAL".
- 14.3 The Technical Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. The Technical Proposals shall be sent to the addresses referred to in para. 4.5 and in the number of copies indicated in the Data Sheet. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- 14.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**TECHNICAL PROPOSAL**". Similarly, the original Financial Proposal (if required under the selection method indicated in the Data Sheet) shall be placed in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" followed by the number and the name of the assignment, and with a warning "**Do Not Open With The Technical Proposal**." The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title of the Loan, and be clearly marked "**Do Not Open, Except In Public**". The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
- 14.5 The Proposals must be sent to the address/addresses indicated in the Data Sheet and received by the Client no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with para. 2.2. Any proposal received by the Client after the deadline for submission shall be returned unopened.
- 14.6 The Client shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

15. Proposal Evaluation

15.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

16. Evaluation of Technical Proposals

The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

17. Public Opening and Evaluation of Financial Proposals for QCBS

After the technical evaluation is completed, the Client shall inform the Consultants who have submitted proposals the technical scores obtained by their Technical Proposals, and shall notify those Consultants whose Proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and TOR, that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify in writing Consultants that have secured the minimum qualifying mark, the date, time and location for opening the Financial Proposals. The opening date shall not be sooner than seven days after the notification date. The notification may be done by hand with acknowledgement of receipt or be sent by registered letter, cable, telex, facsimile.

Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants and the technical scores of the Consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to certify that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Consultants' attendance at the opening of Financial Proposals is optional.

The Evaluation Committee will correct any computational errors. When correcting

computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, as indicated under para. 3.6, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. In case an activity or line item is quantified in the Financial Proposal differently from the Technical Proposal, (i) if the Time-Based form of contract has been included in the RFP, the Evaluation Committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the total Proposal cost, (ii) if the Lump-Sum form of contract has been included in the RFP, no corrections are applied to the Financial Proposal in this respect. Prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet.

In case of QBS, the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$. The Consultant achieving the highest combined technical and financial score will be invited for negotiations.

18. Negotiations

Negotiations will be held at the date and address indicated in the Data Sheet. The invited Consultant will, as a pre-requisite for attendance at the negotiations, certify availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

19. Technical negotiations

Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The Client and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the Consultant.

20. Financial negotiations

If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the Consultant's tax liability in the Republic of Rwanda, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. In the cases of QCBS, Fixed-Budget Selection, and the Least-Cost Selection methods, unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates. For other methods, Consultants will provide the Client with the information on remuneration rates.

21. Availability of Professional staff/experts

Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the Client expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the Client will require assurances that the Professional staff will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

22. Conclusion of the negotiations

Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the Consultant will initial the agreed Contract. If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.

23. Award of Contract

After completing negotiations the Client shall award the Contract to the best selected Consultant, and promptly notify all Consultants who have submitted proposals. After Contract signature, the Client shall return the unopened Financial Proposals to the unsuccessful Consultants.

The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

24. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the sanctions under the law on public procurement.

Section 3. Instructions to Consultants, Data Sheet

Paragraph Reference 1.1	Name of the Client: Broadband Systems Corporation Plc ("BSC Plc") Method of selection: QBS
1.2	Financial Proposal to be submitted together with Technical Proposal: Yes Name of the assignment is: PROVISION OF PROFESSIONAL SERVICES FOR ENTERPRISE SOLUTIONS, DATA CENTER SERVICES, AND CYBERSECURITY
1.3	The Client's representative is: Chairperson of the Tender Committee Remera, Airport Road (KN5 Rda), Opposite Chez Lando P O Box 7229, Kigali, Rwanda Email: procurement@bsc.rw
1.4	The Client will provide the following inputs: N/A
1.11	Proposals must remain valid 120 days after the submission date.
2.1	Clarifications may be requested not later than 3 days before the submission date. The address for requesting clarifications is: Chairperson of the Tender Committee Remera, Airport Road (KN5 Rda), Opposite Chez Lando P O Box 7229, Kigali, Rwanda Email: procurement@bsc.rw
3.1	Proposals shall be submitted in English
3.3 (a)	Consultants may associate with other short-listed Consultants: N/A
3.3 (b)	The estimated number of key personnel is: 3 key staff per category
3.4	The format of the Technical Proposal to be submitted is: Full Technical Proposal
3.7	Amounts payable by the Client to the Consultant under the contract to be subject to local taxation? Yes
3.8	Consultant to state local cost in the national currency: Yes

4.3	Consultant must submit the original and 2 copies of both the Technical Proposal and Financial Proposal.															
4.5	<p>The Proposal submission address is to: Chairperson of the Tender Committee Remera, Airport Road (KN5 Rda), Opposite Chez Lando P O Box 7229, Kigali, Rwanda Email: procurement@bsc.rw Submission date: 06/02/2026 Time: 10h00a.m. Opening time: 10h30a.m.</p>															
5.2	<p>Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:</p> <p>II. Technical evaluation:</p> <p>Criteria, sub-criteria, and point system for the evaluation of Proposals are:</p> <ol style="list-style-type: none"> 1. Specific experience of the firm in the field at least 10 years: 5 points; Each year of experience is scored 0.5 points S/Total 1: 1 point for each year/ 10 points 2. Relevant experience in similar assignment at least 5 projects: 15 points; Each similar project is scored 3 points S/Total 2: 15 points 3. Quality of the methodology proposed: 20 points; Technical approach and methodology:10 points S/Total 3: 20 points 4. Qualifications and experience of the key personnel proposed for the mission: 60 points Experts: 60 points; <table border="1" data-bbox="406 1685 1473 1932"> <thead> <tr> <th colspan="2">3. CISCO Engineers (3) (10pts)</th> <th>SCORE</th> </tr> </thead> <tbody> <tr> <td data-bbox="406 1707 446 1797">1</td> <td data-bbox="446 1707 1351 1797">Qualifications for key personnel</td> <td data-bbox="1351 1707 1473 1797">[6]</td> </tr> <tr> <td data-bbox="406 1797 446 1842"></td> <td data-bbox="446 1797 1351 1842">Bachelor's degree in ICT and related field</td> <td data-bbox="1351 1797 1473 1842">3</td> </tr> <tr> <td data-bbox="406 1842 446 1887"></td> <td data-bbox="446 1842 1351 1887">(CCNA, CCNP, CCIE, Specialists, Meraki, Enterprise & SP</td> <td data-bbox="1351 1842 1473 1887">3</td> </tr> <tr> <td data-bbox="406 1887 446 1932">3</td> <td data-bbox="446 1887 1351 1932">Specific Experience (relevant experience in similar</td> <td data-bbox="1351 1887 1473 1932">[4]</td> </tr> </tbody> </table>	3. CISCO Engineers (3) (10pts)		SCORE	1	Qualifications for key personnel	[6]		Bachelor's degree in ICT and related field	3		(CCNA, CCNP, CCIE, Specialists, Meraki, Enterprise & SP	3	3	Specific Experience (relevant experience in similar	[4]
3. CISCO Engineers (3) (10pts)		SCORE														
1	Qualifications for key personnel	[6]														
	Bachelor's degree in ICT and related field	3														
	(CCNA, CCNP, CCIE, Specialists, Meraki, Enterprise & SP	3														
3	Specific Experience (relevant experience in similar	[4]														

	<p>services) The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).</p>	4
	TOTAL	<u>10</u>
	2. Fortinet Engineers 3 (10pts)	SCORE
1	Qualifications for key personnel	[6]
	Bachelor's degree in ICT and related field	3
	NSE certifications: Secure SD-WAN, Firewall, Advanced Security	3
2	Specific Experience (relevant experience in similar services)	[4]
	The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).	4
	TOTAL	<u>10</u>
	3. Check Point & Palo Alto Engineers (3) (10PTS)	SCORE
1	Qualifications for key personnel	[6]
	Engineering degree or technician degree in Computer science/Network security/IT	3
	Security Expert, PCNSE	3
3	Specific Experience (relevant experience in similar services)	[4]
	The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).	4
	TOTAL	<u>10</u>
	4. Microsoft Engineer (3) (10pts)	SCORE
	Qualifications for key personnel	[4]
	Engineering degree in Computer science/Network security/IT + Certifications	4
	Specific Experience (relevant experience in similar services)	[6]
	The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).	6

	TOTAL	<u>10</u>
	5. Data Center Engineers (HPE, Dell EMC, NetApp, Veeam (3) (10PTS)	SCORE
	<u>Qualifications for key personnel</u>	[3]
	Engineering degree or technician degree in Computer science/Network security/IT	3
	<u>Specific Experience (relevant experience in similar services)</u>	[7]
	The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).	7
	TOTAL	<u>10</u>
	6. Project manager	SCORE
	<u>Qualifications for key personnel</u>	[4]
	Degree in project management	1
	PMP/Prince2 certificate	3
	<u>Specific Experience (relevant experience in similar services)</u>	[6]
	Must demonstrate competencies through managing of at least 3 projects similar to the above categories in 5 years from the specific qualifying category. (Proof of competencies to be shared).	6
	TOTAL	<u>10</u>

Note: The firm is required to propose the team leader who will head the proposed team to work with BSC Plc.

Total points for the four criteria: 100 Pts

The minimum technical score required to pass is : 80%

5.6	The single currency for price conversions is: N/A
5.7	The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration. The weights given to the technical and Financial Proposals are: T= 0.8, and

	P= 0.2
7.2	Expected date for commencement of consulting services: After signing the contract.

SECTION 4: TERMS OF REFERENCE

Provision of Professional Services for Enterprise Solutions, Data Center Services, and Cybersecurity

1. Background

As part of its digital transformation and infrastructure modernization program, BSC requires the services of a competent partner to design, implement, and support enterprise, data center, and cybersecurity solutions.

2. Objectives

The key objectives are to:

- Deploy scalable and secure enterprise ICT solutions.
- Modernize and optimize data center operations.
- Strengthen cybersecurity posture and compliance.
- Sustain and offer a high-level operation and maintenance services
- Transfer knowledge and build local capacity.

3. Scope of Work

3.1 Enterprise Solutions

- Client's needs assessment and concept development by outlining the scope, objectives, responsibilities, and other key aspects of the initiative related to Enterprise Solutions
- Network design and implementation for WAN, SD-WAN/ LAN, Wi-Fi, etc with various vendors' devices
- Unified collaboration (email, Teams, M365, VoIP, etc) from various vendors' devices/solutions.
- Secure application integration and support from various vendors' devices/solutions.

3.2 Data Center Services

- Client's needs assessment and concept development by outlining the scope, objectives, responsibilities, and other key aspects of the initiative related to data Center services
- Server, storage, and virtualization deployment.
- Cloud integration (Azure, IBM Cloud, hybrid, etc).
- Business continuity & disaster recovery planning.

3.3 Cybersecurity Services

- Client's need assessment and concept development by outlining the scope, objectives, responsibilities, and other key aspects of the initiative related to Cybersecurity services
- Threat assessments and penetration testing.
- NGFW, IPS, and endpoint protection deployment.
- SIEM (QRadar, Splunk) implementation.
- Identity and access management solutions.
- 24/7 SOC services.

4. Deliverables

- Approved design and implementation documents.
- Configured and tested enterprise, data center, and security solutions.
- Knowledge transfer sessions and documentation.
- Periodic performance/security reports.
- Final handover report.

5. Duration & Timelines

The engagement is expected to run for **12 months renewable**, with specific milestones defined upon contract award.

6. Eligibility & Qualifications

6.1 Organizational Requirements

- Providing proof of the organization currently operating in the above fields and registered entity in Rwanda.
- The organization should demonstrate an experience of 5 years in running similar projects and operations in enterprise ICT, data center, and cybersecurity as per the above details.
- Evidence of similar projects delivered in the last **3 years**, with atleast 5 certificates/contracts of similar services for both project and operations (Enterprise, Data Center and Cybersecurity),
- Valid OEM partnerships (Cisco, Fortinet, Microsoft, IBM, VMware, HPE, etc.).
- **Be able to provide immediate onsite support when requested according to SLA to be agreed upon in contractual terms.**
- **The bidder must show a draft of on demand response time when emergency occurs**
- Organization should demonstrate the methodology and adequate resources for supporting and facilitating knowledge transfer to the BSC team.

6.2 Personnel Requirements

The bidder must provide a team of at least 3 certified engineers (for each field) holding active credentials across the following categories:

- **Cisco** (CCNA, CCNP, CCIE, Specialists, Meraki, Enterprise & SP).
- **Fortinet** (NSE certifications: Secure SD-WAN, Firewall, Advanced Security).
- **Check Point & Palo Alto** (Security Expert, PCNSE).
- **Microsoft** (Azure, M365, Power BI, Server).
- **VMware** (vSphere, virtualization).
- **Data Center Vendors:** HPE, Dell EMC, NetApp, Veeam, etc.
- **IBM** (QRadar, Cloud Pak, Event Automation).
- **Tufin** (Policy and automation security).
- A minimum of bachelor's degree
- **The engineers must demonstrate competencies through design and implementation of at least 3 projects in 5 years from the specific qualifying category. (Proof of competencies to be shared).**
- Having project managers with PMP/Prince2 certificate will be added value

7. Proposal Submission Instructions

Interested bidders shall submit:

1. Company Profile and legal registration documents.
2. Technical Proposal:
 - o Methodology & approach.
 - o Team structure and certifications.
3. Financial Proposal:
 - o Detailed cost breakdown. Man rate/day or per hourprovide all available options depending on the nature of the assignment as indicated above,
4. References: At least 3 similar projects.
5. OEM Partnership Letters for the above categories

Annex I – Certification Categories (Summary)

Vendor/Category	Key Coverage
Cisco	CCNA, CCNP, CCIE, Specialists, Meraki
Fortinet	NSE Firewall & SD-WAN
Check Point	CCSE, CCME

Vendor/Category	Key Coverage
Palo Alto	PCNSE, Firewall
Microsoft	Azure, M365, Power BI, Windows Server
VMware	vSphere, Virtualization
HPE/HP	Compute, Storage
Dell EMC	Servers, Storage
NetApp	ONTAP, NCDA
Veeam	VMCE, Data Protection
IBM	QRadar, Cloud Pak, MQ
Tufin	Security Policy & Automation
Other	Pre-sales, niche & vendor-specific