

CENTRAL BANK OF SWAZILAND REQUEST FOR INFORMATION (RFI)



CONTRACT/CBS_PROCUREMENT

Date : **October 2017**

Version : **1.0**

CENTRAL BANK OF SWAZILAND

REQUEST FOR INFORMATION (RFI)

RFI No: CBS_COIN_CURRENCY_RFI_10-2017_L

RFI NAME: COIN VENDING MACHINE

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1.0 INTRODUCTION

The Central Bank of Swaziland (CBS) mission is to foster financial sector stability conducive to economic development in the kingdom. In executing the bank's mandate, the Central bank through its currency department has to ensure that there is sufficient and secure cash in circulation to meet demand in the country. Amongst its 5 key objectives the bank strives to achieve when issuing currency is that it should be issued economically.

The Central Bank of Swaziland has been having challenges with the coins in circulation, the public seems to withhold coins instead of using them for payment and purchasing and this has led to high minting costs. With the innovation of the coin vending machine, we hope to improve the circulation of coins in an economical manner.

2.0 HIGH LEVEL BUSINESS REQUIREMENTS

In view of the above, the Central Bank seeks to acquire coin vending machine that will have the two different features:

1. Receipt issuing coin vending machine

For commercial banks, we require coin vending machine that will enable the public to deposit coins in exchange for a receipt that can be deposited at the commercial banks.

2. Cash issuing coin vending machine

For retail outlets and other outlets, we require a coin vending machine that would take coin deposits from customers and an issue Emalangeneni notes.

This will also benefit businesses and banks in significantly increasing their efficiencies in cash handling and further improve the circulation of coins and availability of coins in circulation to the public.

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Ideally, the machine should meet the criteria listed below:

- The machine must be able to receive all Lilangeni coin denominations legally circulating in the country in exchange of an equivalent lilangeni note or receipt.
- There are seven Lilangeni denominations i.e. currently SZL 5, SZL 2, SZL 1, 50 cents, 20 cents, 10 cents and two versions of SZL 5 cents and all sets of coins are currently in circulation. The machine has to be able to handle all these coins.
- The machine must be secure, user friendly and such that it can be placed or installed indoors and/or outdoors.
- The machine must state the maximum quantity of coins it can accept.
- Remote monitoring mechanism - The machine must be capable of notifying the Bank if it is down, full or facing mechanical failures.
- Produce audit trail
- All deposits must be counted and the customer must be refunded on a real time basis.
- To enable an efficient depositing processing the machine must be capable of notifying the customer if it is not working or being serviced.
- Security of the machine – the machine should be self secure it should have installed security to control unauthorized access.
- The machine must be configured to count, authenticate coins deposited and issue the required slip indicating the value deposited by the customer.

4.0 EQUIPMENT SPECIFICATION

The proposed machine should meet as a minimum the following:

- Indicate any minimum space requirements, shelter requirements, power supply requirements, air-conditioning and cooling systems requirements and any other supplementary accessories that you will require to enable your proposed solution to work.
- Packaging of the coins in the machine and any security considerations.
- The machine state the maximum number or coins it can handle or the maximum weight of coins that it can handle.
- Security features built within the machine should be specified.

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- The, diameter, width and height including the weight of the machine should be stated.
- The power consumption / supply requirement should be stated;
- The machine must sort and count mixed denominations of coins in one pass.
- The machine must also be able to detect mutilated coins and these are to be rejected.
- The machine must state how coins can be collected from the machine e.g. tamper proof bags etc.

5.0 RFI SCHEDULE

A summary of the process is as follows:

RFI key dates are the following

03 November, 2017	RFI made available to the bidders
10 November, 2017	Deadline for addressing questions
13 November, 2017	Response to all questions
17 November 2017	Deadline for receiving bid (all material)
22 November 2017	Bids evaluated and bidders shortlisted and invited for presentation.
27 – 30 November 2017	Presentations by shortlisted bidders. Live demonstrations can be launched at this presentation.

5.0 TERMS AND CONDITIONS

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Part 1: Introduction.

1.1 The purpose of this document is to pre-qualify suppliers who wish to be considered for the implementation of the Coin vending solution.

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the CBS whatsoever shall arise from the RFI process.

This RFI does not commit the CBS to pay any cost incurred in the preparation or submission of any response to the RFI.

1.2 Vendors who can demonstrate that they have carried out such projects in at least three companies must complete section 1 to 5 in full and must submit in one or more of the following ways:

Courier: The Secretary, Tender Board
Central Bank of Swaziland
Mahlokohla Street
Mbabane
Swaziland

Email: tenders@centralbank.org.sz

Vendors who chose to submit via courier are advised to include a softcopy of their proposal. Alternatively vendors can call (+268) 2408 2000, Supply Chain Office to obtain further information on the format of the request for information before the closing date.

Part 2: Guidelines

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- 2.1 Participation and/or completion of this pre-qualification stage by vendors shall not constitute an offer from the CBS to the vendor to provide the service or a promise to enter into Contract(s) with the CBS. Nor will it obligate the CBS in any way with regard to their final decision.
- 2.2 Failure to provide all the documentation and/or complete all requirements of this document at the time of submission shall invalidate this application.
- 2.3 Questions regarding this RFI shall be submitted by e-mail to the Manager Supply Chain's Office, email address: tenders@centralbank.org.sz .Verbal questions will NOT be entertained.
- 2.4 The details entered hereunder will be considered confidential.
- 2.5 The CBS reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.
- 2.6 The CBS reserves the right to require the vendor to produce evidence in support of all details entered herein.
- 2.7 The CBS representative(s) may be required to visit the Company's premises to verify the details contained in this document. The vendor will allow the CBS representatives to interview present and previous clients.

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Section 1: Company Information.

- 1.1 Company information
 - 1.1.1 Quote **Contract Reference – CBS_COIN_CURRENCY_RFI_10-2017_L**
 - 1.1.2 Name of the company
 - 1.1.3 Registered Physical address
 - 1.1.4 Postal Address
 - 1.1.5 Telephone
 - 1.1.6 Fax number
 - 1.1.7 Email of contact persons

- 1.2 Company profile
 - 1.2.1 Brief company profile including date of Company Registration
 - 1.2.2 Associated companies (if any) or holding company
 - 1.2.3 Any accreditation status/level
 - 1.2.4 Name and Full address, and contact numbers of Bank to whom the CBS may make inquiries to verify the financial viability of the Company
 - 1.2.5 Copy of certified audited financial statements for the last 2 financial years.
 - 1.2.6 Copy of certified Certificate of Incorporation
 - 1.2.7 Copy of certified Current Trading License
 - 1.2.8 Current Tax Clearance certificate
 - 1.2.9 Describe any third party alliances/relationships
 - 1.2.10 Please provide details of any outstanding legal action against your company or any directors or partners
 - 1.2.11 Are there any anticipated mergers or acquisitions pending?

- 1.3 Labour Strength
 - 1.3.1 Key employees (names and terms of contract)

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Section 2 – Track Record

- 2.1 Implementation of such a project in last 3 years
 - 2.1.1 Name of Client
 - 2.1.2 Contract Period
 - 2.1.3 Details of the implementation
 - 2.1.4 Contact persons
- 2.2 Contracts aborted (Failure to disclose this information may lead to cancellation of contract if awarded)
- 2.3 Relevant referees at least three sites.
 - 2.3.1 Name of contact person
 - 2.3.2 Company / Organization
 - 2.3.3 Telephone
 - 2.3.4 Email address
- 2.4 Give details of your business continuity arrangements
- 2.5 Total number of installations of **this version** of the machine being proposed, which have been carried out by your organization.
- 2.6 Training
 - 2.6.1 Do you offer formal user training?
 - 2.6.2 What type of courses do you run and what is their duration?
 - 2.6.3 What level of training would you recommend?
 - 2.6.4 Describe any training materials offered?
- 2.7 Equipment/ machine Support
 - 2.7.1 Please provide details of how the product is supported across multiple sites globally.
 - 2.7.2 What levels of support is available, definition of each level and what are the hours of operation and response times?
 - 2.7.3 Where are the support services located?
 - 2.7.4 Does support include product updates, as well as bug fixes at no extra charge?
 - 2.7.5 What is the helpdesk escalation procedure?

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Section 3 – Features

- 3.1 Diagrams/ pictures to clarify the proposal
- 3.2 Brochures if available

Section 4 – Implementation Approach

- 4.1 Project Plan to implement
- 4.2 Business Process management approach
- 4.2 Project management methodology to govern implementation
- 4.3 Options available to the Bank and what is the best option in your view (this must be as detailed as possible)

Section 5 – Financials

- 5.1 Indicative machine costs
- 5.2 Maintenance and support costs
- 5.3 Any other relevant costs