

CENTRAL BANK OF SWAZILAND REQUEST FOR PROPOSAL (RFP)



CENTRAL BANK OF SWAZILAND/PROCUREMENT/RFP/001

Updated on : May 2017

Version : 1.0

CONFIDENTIAL

CENTRAL BANK OF SWAZILAND

REQUEST FOR PROPOSAL (RFP)

RFP NAME: INFORMATION GOVERNANCE

RFP NO: CBS_INFORMATION_ICT_RFP_05-2017_L

RFP CLOSING DATE: **26 MAY, 2017 AT 16:00**

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of the CBS. This document, its associated appendices and any attachments remain the property of the CBS and shall be returned upon request.

IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

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SCHEDULE A - Respondents' Acknowledgement / Preliminary Non-Disclosure Agreement

To:	The Central Bank of Swaziland
Attention:	The Secretary, Tender Committee
E-Mail	tenders@centralbank.org.sz
Tel:	+268 2408 2000
Fax:	+268 2404 0063
Mobile:	+268 7 606 0195

From Company:	
Date:	
Fax:	
Tel:	
Mobile:	
E-mail:	

REQUEST FOR PROPOSAL NUMBER: [CBS_INFORMATION_ICT_RFP_05-2017_L]
REQUEST FOR PROPOSAL NAME: INFORMATION GOVERNANCE

RESPONDENT'S ACKNOWLEDGEMENT: *Please mark as appropriate:*

We acknowledge receipt and acceptance of the RFP and intend to submit a response
As required:

We acknowledge receipt of the RFP but decline to respond for the following reasons:

We undertake to return to Central Bank of Swaziland within three (3) working days from receipt of the complete RFP package with all attachments, information, documents, drawings, samples, material, etc. related thereto as provided by Central Bank of Swaziland and any copies made thereof.

PRELIMINARY NON-DISCLOSURE AGREEMENT

1. We agree that all information, documents, drawings, samples, material, etc. contained in or related to this RFP as provided by The Central Bank of Swaziland is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, drawings, samples, material, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by Central Bank of Swaziland without the prior written permission from Central Bank of Swaziland to do so.
3. We agree that this RFP and all information, documents, drawings, samples, material, etc. relating thereto and provided hereunder by Central Bank of Swaziland are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

Name: _____

Designation: _____

Signed: _____

NB: Some clauses in this RFP document may not be applicable to you

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SCHEDULE B Scope of Work

BACKGROUND

The Central Bank of Swaziland (CBS) has a mission to foster financial sector stability conducive to economic development in Swaziland. The Bank strives to be amongst the top five leading Central Banks in the Eastern and Southern African region based on very strict Values of Performance Driven, Accountability, Integrity and Open Communication in its operations, members of staff and stakeholders.

The Bank plays a central role in achieving financial stability through sound monetary policy and a sound and efficient financial system through regulation and supervision of the financial sector in the country. Research on monetary, financial and economic matters is conducted continuously to support monetary policy formulation. The Bank also carries the sole mandate of issuing and redeeming currency, including holding and managing foreign exchange reserves while also being the bank of the Swazi government. Furthermore, the Bank facilitates the development and operation of an efficient national payment system, and acts as lender of last resort to financial institutions while facilitating the development of domestic financial markets. The Bank also strives to strengthen stakeholder relationships in the country.

Project Overview

The CBS has identified the critical need to develop an Information Management Framework and Strategy, to aid in the appropriate management of its information assets.

To that end, management concedes the knowledge gap in so far as information management within the bank is concerned and for that reason took a decision to approve that a workshop be conducted to key stakeholders.

The desired outcome from this workshop a common understanding from the Bank's key stakeholders, an Information Governance (IG) framework, assessment of the state of information and records within the Bank and an actionable strategy the Bank can embark on.

Purpose

This document seeks to clearly specify the list of deliverables that will have to be covered by the vendor that will be awarded to facilitate a workshop for records and Information Governance.

Context

The Bank's strategic objectives involve modernizing operations and ensuring the efficient sharing and safe storage of its information assets. It is acknowledged that Enterprise Content Management (ECM) systems are an enabler in achieving these objectives. However, as an interim Microsoft SharePoint has been deployed within the Bank to deliver some immediate requirements but it is understood that a clearly articulated information management framework should guide the development of policies, procedures and fully fledged ECM system deployment.

It is anticipated that this exercise will provide a platform for the Bank to benefit from aspects of IG that can be delivered through SharePoint, which the ECM deployment may be a medium-term initiative.

Assumptions

The assumption is that the vendor has vast experience working with institutions to develop Information Governance Frameworks, information management strategies, information and records management policies and procedures based on international standards such as ISO/SANS 15489.

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Constraints

Key Deliverables

Deliverable#	Deliverable	Description
Del_001	Information Governance (IG) awareness workshop	A session with key stakeholders within the Bank, that will ensure a common understanding and language of what Information Governance is and what a journey in successful information management entails
Del_002	Information and records assessment report	Based on key stakeholder interviews, analyze and provide an information and records assessment report
Del_003	Information Governance Framework	Develop and present an information governance framework for the Bank, including policy and procedure requirements for IG.
Del_004	Information management strategy	Based on the information and reports assessment report and in line with the Bank's strategic, IG standards facilitate the development of an information management strategy for the Bank.
Del_005	Information Governance roadmap	A 3-year IG roadmap for the Bank
Del_006	Information management through SharePoint	A work plan on how to leverage SharePoint technology for information management

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SCHEDULE "C"

Evaluation Criteria

The following table highlight the deal breakers and therefore if one document/action listed below is missing, the bid will be disqualified from further evaluation

DEAL BREAKERS	YES	NO
Mandatory Pre-briefing meeting	N/A	N/A
Company Profile		
Form J & Form C/Equivalent documents in SA or other countries		
List of key staff and qualifications		
Organogram of the team to be deployed		
Current Trading License		
SNPF Compliance Certificate – Swazi Registered companies		
Certified copy of Certificate of Incorporation		
Current Tax Clearance Certificate		
Latest Audited or independently reviewed financial statements		

The CBS is seeking reliable, financially stable suppliers/vendors who can meet its stringent cost, quality and service requirements.

The evaluation of Tenderers will be based on, but not limited to, the following criteria:

- Competitive Pricing
- Quality of service
- Provision of all documents in checklist above
- Local Empowerment Strategy
- Positive response towards this RFP
- Company profile, experience and reputation
- Project management structure
- Staff experience and qualifications (CVs of project team)
- Financial stability (Audited Financial Statements)
- Willingness to develop a long term strategic relationship

It is the intention of CBS to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

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SCHEDULE "D"

Instructions to Tenderers

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Tender.

1.0 THE PURCHASER

1.1 This Request for Proposal ("RFP") is issued by The Central Bank of Swaziland.

2.0 RIGHTS OF THE CENTRAL BANK OF SWAZILAND

The Central Bank of Swaziland, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for the based solely on a proposal received without entering into any further discussion;
- 2.3 Shortlist prospective/ successful Tenderers;
- 2.4 Refrain from issuing any contract
- 2.5 Award the tender in its entirety or in part
- 2.6 Extend without notice, the evaluation period

3.0 TENDER PREPARATION

- 3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in "SCHEDULE B" "Scope of Work"
- 3.2 Tenders must be prepared and submitted in strict accordance with the RFP documentation. In the event of the tender being awarded, the successful Tenderer(s) will be required to enter into a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.
- 3.3 Preparation of the Tenders, including but not limited to attendance at any pre-tender meetings, site visits and tender clarification meetings or presentations, shall be at the sole expense of the Tenderer.

4.0 TENDER SUBMISSION

- 4.1 Submitted Tenders must be complete in all respects and received on or before the tender closing date and time specified in the RFP invitation letter. **All packages and envelopes relating to the submission of the tenders must be securely sealed and clearly marked and deposited in the Tender Box situated at Ground Floor Umntsholi Building.**
- 4.2 The RFP name and number must be clearly marked on each item submitted.
- 4.3 The Tenderer Name must be clearly marked on the envelope.
- 4.4 Tenders must be submitted as follows:
One (1) hardcopy original and two copies, as well as one softcopy:
- 4.5 The Tenders shall be submitted without review by, or the comparison of figures of, any other person or company submitting a tender for the same work and shall in all respects be without collusion with other Tenderers. Where collusion is discovered by the CBS all affected Tenderers shall be disqualified.
- 4.6 All Companies forming a joint venture (whether one or both companies has bought a Tender) in order to submit a single consolidated tender shall advise The CBS in writing prior to the submission of the tender and include in their tender full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of the CBS to accept such joint venture. Where The CBS has not been informed of such joint venture The CBS may at its sole discretion disqualify such submission.

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5.0 LATE RECEIPT OF TENDERS

5.1 Tenders received after the Tender closing date and time will be disqualified by The CBS, with or without notice to the Tenderer.

6.0 EXAMINATION OF RFP AND ACKNOWLEDGEMENT

6.1 In the event that a Tenderer that is invited to tender does not intend to do so, the complete RFP including but not limited to all attachments, information, documents and material related thereto and any copies made thereof shall be returned to The CBS within three (3) days of receipt of the Tender documentation.

6.2 The Central Bank of Swaziland may modify any part of the RFP at any time prior to the closing date of the tender. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.

6.3 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify The CBS in writing immediately on discovery of any discrepancy or omission.

6.4 The Tenderer may independently study, enquire, research, obtain and furnish to The CBS as part of the Tender at their own risk and cost and allow for all contingencies irrespective of any information or other data supplied by The Central Bank of Swaziland. This includes all information and data that may in any manner, financially, technically or otherwise, affect its tender submission or the price it has submitted.

7.0 SITE INSPECTION AND CONDITIONS

7.1 The Tenderer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the services rendered in terms of the tender.

7.2 Failure by the Tenderer to satisfactorily investigate the conditions as aforementioned shall not relieve the Tenderer from the responsibility for properly estimating the difficulty or the cost of fulfilling its Tender.

8.0 TENDER VALIDITY, MODIFICATION AND WITHDRAWAL OF TENDERS

8.1 The Tenderer may modify or withdraw its tender provided that notification of such withdrawal or modification is received by the CBS in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBS by means of facsimile, e-mail or hand delivered letter to the respective Tenderer.

8.2 Once submitted, the tender shall be fully binding upon the Tenderer and must be valid for a period of 3 months from the date of submission of the tender.

9.0 CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

9.1 The CBS will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE C" of this RFP. In addition, The CBS will seek out proposals with a high Total Cost of Ownership (TCO) offering. Although price is not listed as an explicit criterion, CBS will seek to maximise the value of its shareholders through keeping costs to a minimum.

9.2 The CBS in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE C".

9.3 The CBS will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

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10.0 AWARD OF CONTRACT

- 10.1 The CBS reserves the right to accept or reject any or all tenders, to waive any provision or deviate from the RFP process or any formality with regard to tenders received and to accept or reject one or more of the items in the tender if such items, at The CBS's sole discretion, is in the best interest of CBS.
- 10.2 The CBS shall not be bound by the lowest price contained in any tender, and it may accept all or any part of a tender. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a tender, irrespective of the outcome of such tender. If, however, any such tender leads to the conclusion of a contract, then the rights and obligations of The CBS and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBS reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its tenders, to discuss any matter relating to the tender and/or to issue supplements or addenda to the tender.

11.0 QUESTIONS AND EXPLANATIONS

- 11.1 All queries and communication in relation to this RFP shall be directed in writing to the Secretary of the Tender Committee at tenders@centralbank.org.sz prior to the tender closing date, all questions and clarifications arising from this RFP and CBS's responses thereto will be transmitted or distributed to all Tenderers.

Any Tenderer desiring any explanation or interpretation of this RFP must request it in writing from:

The Secretary, Tender Committee

The Central Bank of Swaziland

tenders@centralbank.org.sz

All Correspondence shall bear the reference: **[CBS_INFORMATION ICT_RFP_05-2017_L]**

12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBS reserves the right, after receipt of the tender submissions, to invite the Tenderers(s) for clarification, presentation or negotiation of its tender. Any such clarifications, presentations or supplements shall be considered to form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.
- 12.2 No amendments to the provisions contained in this RFP will be binding on the CBS. Written addenda will however be issued by CBS when amendments and/or clarifications to the RFP are deemed necessary. The CBS reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBS shall provide a written notice of any addenda issued to all known recipients of the RFP. CBS shall however, not be responsible for any prospective Tenderers failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.

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SCHEDULE "E"

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

RFP Name: **INFORMATION GOVERNANCE**

RFP Number: [CBS_INFORMATION_ICT_RFP_05-2017_L]

Please supply a comprehensive pricing schedule with a breakdown of all costing including taxation.

Please document any additional costing of financial data on a separate sheet and clearly identify the Tender Name and Number.