

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

CONFIDENTIAL

CENTRAL BANK OF ESWATINI

REQUEST FOR PROPOSAL (RFP)

RFP NAME: **BIOMETRIC SOLUTION IMPLEMENTATION**

RFP NO: CBE_BIO_ICT_RFP_11-2018_L

RFP CLOSING DATE: **16 NOVEMBER, 2018 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 CBE. This document, its associated appendices and any attachments remain the property of the CBE and shall be returned upon request.

IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

SCHEDULE INDEX

Schedule A - Tenderers Acknowledgement/Preliminary Non-Disclosure Agreement

Schedule B - Scope of Work

Schedule C - Evaluation Criteria

Schedule D - Instructions to Tenderers

Schedule E - Price Schedule

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

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

To:	The Central Bank of Eswatini
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: [CBE_BIO_ICT_RFP_11-2018_L]
REQUEST FOR PROPOSAL NAME: BIOMETRIC SOLUTION IMPLEMENTATION

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 Eswatini 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 Eswatini 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 Eswatini 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 Eswatini without the prior written permission from Central Bank of Eswatini 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 Eswatini 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

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

SCHEDULE B Scope of Work

SCOPE OF WORK

BACKGROUND

The Central Bank of Eswatini's mission is to foster price and financial stability that is conducive to the economic development of Eswatini. The Bank strives to have a stable price and self-regulating financial system based on very strict values of Relevant & Performance Driven, Integrity, Accountability, Respect and Open Communication in its operations, members of staff and stakeholders.

The Bank plays a central role in achieving price and 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 Eswatini 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 and abroad.

Project Overview

The Central Bank of Eswatini (CBE) is the banker and regulator to government and supervises all commercial banks in Eswatini. CBE runs mission critical systems which need to always be secure and perform optimally to ensure high level of systems robustness and resilience. In view of that, the Central Bank seeks to implement a biometric system to add a security layer for its systems environment. The biometric solution will help the Bank to improve system security, mainly on authentication to deal away with impersonation and by extension fraudulent transactions. Therefore, the Bank seeks a vendor with absolute capacity to commission, supply and install a biometric solution that should be able to control access and functions within its systems. The proposed system should document all access attempts and ensures that functions are actually executed by the person(s) registered in the systems and with the corresponding user profiles. It is worth mentioning that the solution should not compromise any of the existing systems security and should work 100% with the SAP GRC module and Windows Active Directory authentication on monitoring.

The general expectation is that the solution should be flexible and adaptable to cater for the rest of the environment.

Purpose

This document seeks to clearly specify the list of deliverables that will have to be covered by the ultimate vendor that will be awarded to perform the BIOMETRIC SOLUTION IMPLEMENTATION.

Service Description

Context

This project is supposed to use a holistic approach to enable the Bank to fully deploy and implement the biometric solution and achieve the expected goals for business operations. The current environment configuration is as below;

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

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Version : 1.0

Datacentre

Component	Product	Version
SAN (Storage Area Network)	Dell Compellent (SAS and SSD) storage media Front end connectivity is through Fibre channel providing 4 x 8Gb front end ports on each controller	8000 Series
Servers	Lenovo ThinkSystem Host for Windows based systems using Hyper-V for virtual environment	R850
	Dell - hosts for Linux SUSE 12.1 (HANA Optimized) with SAP Production, QA and Dev environments KVM for Virtual environment	R930
Routers	CISCO	Variety

NB. Same setup available on DR site updated by Asynchronous Replication

End-User Environment

Component	Product	OS Version
Laptops/Notebooks	Lenovo ThinkPad (T450-T480) (8GB RAM) HP Spectre 360 (8GB RAM)	Windows 10
Desktops	HP Desktop Pro 490 G2 and HP Compaq 400 (phasing out ones with Windows 7)	Windows 7 & 10

NB. There are 310 Active Directory users for logon (number excluding system accounts)

Perimeter Security

Solution	Product	OS Version
Firewall	SonicWall	Latest
Threat Protection	Sophos Endpoint Intercept X Symantec Enterprise and Endpoint	Latest

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

System/Application Environment

Solution	Product	Release	SP Stack
SAP Solution Manager	SAP Solution Manager	7.2	04
SAP Portal Prod	SAP Netweaver	7.5	
	EHP8 for ERP 6.0	6.08	
	SAP ERP	2005	
SAP GRC Prod	SAP GRC Access Control	11	10
	SAP Netweaver	7.4	16
	UI for SAP Access Control	10.1	09
SAP PO Prod	SAP Netweaver	7.5	
	Adapters for SAP NW PI 1.1: SAP Integration Swift NW7.3	1.1	
	SAP Adapters for PI	1.1	
	PI SFTP PGP Add-on	1	
SAP ERP PROD	SAP GRC Access Control	11	17
	SAP ERP	2005	28
	SAP Netweaver	7.5	06
	EHP8 for ERP 6.0	6.08	05
SAP WEB DISPATCHER	SAP Web Dispatcher	7.49	0
SAP HANA FOR ERP	SAP HANA Database	1	12
Microsoft SQL Enterprise For Solman, PO, Portal and GRC	SQL Server 2012	11	
SAP ERP OS	SUSE Linux Enterprise for SAP Application 12 SP2	12	2
	Linux Kernel	4.4.90	
Microsoft Windows 2012 R2 for Solman, PO, Portal and GRC	Windows 2012 R2		
Microsoft Windows Active Directory (AD)	Windows 2012 R2, Microsoft Exchange Server and Skype for Business 2016		
Montran CSD (Central Securities Depository)	Windows 2012 R2, Microsoft SQL Server 2012		

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

Solution	Product	Release	SP Stack
Montran RTGS (Real Time Gross Settlement System)	Windows 2012 R2, Microsoft SQL Server 2012		
BSA (Bank Supervision Application)	Windows 2012 R2, Microsoft SQL Server 2012		
BOP (Balance of Payments)	Windows 2012 R2, Microsoft SQL Server 2012		

This project is intended to assist the bank achieve optimal security on all the systems, configuration that primarily matches the SAP and Windows Active Directory (AD) specification and business stability.

Assumptions

- Solution will be implemented at log-on level for both Windows AD and SAP
- Solution will be compatible with the Bank's systems configuration
- Solution will not need any special customization compromising SAP functionality and security
- Solution is fully SAP certified
- Solution has elasticity whenever the bank need to further strengthen the SAP environment (granular level authentication)
- Solution must not use or depend on components with known vulnerabilities
- Solution shall be updated as necessary to resolve identified security issues
- Solution shall comply with CBE information security controls

Constraints

- Limited Budget – Bank cannot extend the budget as it stands, might opt for phased implementation
- Criticality – there is urgency as the system security is vital
- Scope as cost may change the primary focus on this project

Key Deliverables

Deliverable#	Deliverable	Description	Priority
Del_001	Primarily SAP + Windows AD Biometric Solution software	<ul style="list-style-type: none"> • Prevent user to gain access to unauthorized area within Windows and SAP system • Authenticate only at logon for both AD and SAP environment 	1
	Optional : cater for the rest of the applications	<ul style="list-style-type: none"> • Other applications may be quoted differently as optional 	2
Del_002	Software and hardware licenses with maintenance and service agreements	<ul style="list-style-type: none"> • Fully licensed software solution and hardware for ease of continuous maintenance and safeguards of intellectual property. • Proposal for continuous support 	1
Del_003	Implementation and Administrators Training	<ul style="list-style-type: none"> • Train administrators on enrolment of users and how to maintain the system • System testing 	1
Del_004	Testing and Sign-off	<ul style="list-style-type: none"> • Ensuring all features are working as required 	1
Del_005	Demonstrate dealer type	<ul style="list-style-type: none"> • Supplier is either OEM if not attach proof of license or certification of OEM agency 	1

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : **NOV 2018**

Version : **1.0**

Deliverable#	Deliverable	Description	Priority
Del_006	Technical solution description & features	<ul style="list-style-type: none"> detailing how solutions functions & limitations. A document detailing the test cases for project sign-off should be included. 	1
Del_007		<ul style="list-style-type: none"> Tentative project plan and timelines 	1

Biometric System Technical Specification:

The solution required by the bank must meet the following minimum specifications;

Parameter	Specification
Accuracy	Authentication accuracy be less than 0.01% FRR (False Rejection Rate), less than 0.001% FAR (False Accurate Rate and 0% FAR (False Acceptance Rate)
Criminal tempering resistance	Avoid risk of forgery and data identity theft
Inner surface scanning	Scan inner skin surface to match vein pattern
Preferred operating and storage Temperature	0-45 degrees Celsius
Preferred humidity	20-80% (No condensation)
Compliance	FCC Class A or equivalent
Extractor and Image template standards	ISO/IEC 19794-2 and ISO/IEC 19794-4
Platen	Stretch resistant
Latent detection	Preferable
Operating System	Declare compatibility (refer to table of systems and infrastructure)
Connectivity	USB 2.0
Authentication	Fast speed, at least 8,000 templates/second
Compatibility	Should be API enabled to work with any application
Integration	Supplier may be required to provide PoC for the integration of algorithm with applications and load testing and performance of Biometric device within 7 days on information from the Bank
Biometric Solution	Primarily must be; SAP certified: Integrates with SAP GRC and provide temper-proof audit trail Windows AD compatible: works with Windows AD in providing secure access control Flexible to work with most of the listed applications hosted in the environment

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

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SCHEDULE "C" Evaluation Criteria

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 CBE 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 CBE to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO ICT_RFP_11-2018_L

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Version : 1.0

SCHEDULE "D" Instructions to Tenderers

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 Eswatini.

2.0 RIGHTS OF THE CENTRAL BANK OF ESWATINI

The Central Bank of Eswatini, 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 CBE 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 CBE 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 CBE to accept such joint venture. Where The CBE has not been informed of such joint venture The CBE may at its sole discretion disqualify such submission.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

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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 CBE, 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 CBE within three (3) days of receipt of the Tender documentation.
- 6.2 The Central Bank of Eswatini 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 CBE in writing immediately on discovery of any discrepancy or omission.
- 6.4 The Tenderer may independently study, enquire, research, obtain and furnish to The CBE 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 Eswatini. 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 CBE in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBE 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 CBE will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE C" of this RFP. In addition, The CBE will seek out proposals with a high Total Cost of Ownership (TCO) offering. Although price is not listed as an explicit criterion, CBE will seek to maximise the value of its shareholders through keeping costs to a minimum.
- 9.2 The CBE in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE C".
- 9.3 The CBE will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

10.0 AWARD OF CONTRACT

- 10.1 The CBE 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 CBE's sole discretion, is in the best interest of CBE.
- 10.2 The CBE 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 CBE and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBE 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 CBE'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 Eswatini

tenders@centralbank.org.sz

All Correspondence shall bear the reference: [CBE_BIO_ICT_RFP_11-2018_L]

12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBE 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 CBE. Written addenda will however be issued by CBE when amendments and/or clarifications to the RFP are deemed necessary. The CBE reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBE shall provide a written notice of any addenda issued to all known recipients of the RFP. CBE 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.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_BIO_ICT_RFP_11-2018_L

Updated on : NOV 2018

Version : 1.0

SCHEDULE "E" Price Schedule

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

RFP Name: BIOMETRIC SOLUTION IMPLEMENTATION

RFP Number: [CBE_BIO_ICT_RFP_11-2018_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.