



BID CLARIFICATION MATRIX NO.1

FOR

PRQ20241122: SUPPLY, DELIVERY AND INSTALLATION OF INFRASTRUCTURE TO THE RWANDA INSPECTORATE, COMPETITION AND CONSUMER PROTECTION AUTHORITY (RICA), RWANDA STANDARDS BOARD (RSB) AND NATIONAL AGRICULTURAL EXPORT DEVELOPMENT BOARD (NAEB)

TENDER NUMBER: PRQ20241122

14TH APRIL 2025

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This clarification matrix forms an integral part of the tender document and therefore, *must be considered* carefully considered by service providers in preparation and submission of bids.

It is divided into two sections: -

1. Section 1 contains the clarifications to queries raised and requested through the official bidding clarification email address (that is procurement@trademarkafrica.com).
2. Section 2 contains general tips on how to prepare and submit a competitive bid.

All communications must be directed to the procuring entity, Trademark Africa through procurement@trademarkafrica.com as provided for in the tender document.

SECTION 1: QUERIES AND RESPONSES

These clarifications are for those queries sought by bidders in line with the RFP of the tender document:

S/No.	Query	Response	Status (closed/ open/ pending)								
1.	<p>(LOT 1 Rwanda Standards Board)</p> <p>Managed Switches:Do you require 24-port or 48-port models?</p>	<p>See below clarification</p> <table border="1"> <thead> <tr> <th>Switch</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>24x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 4x 1G SFP uplink ports upgradable to up to 4x 10G SFP+ with li cense, 370W PoE budget, basic L3 (static routing and RIP)</td> <td>5</td> </tr> <tr> <td>48x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 4x 1G SFP uplink ports upgradable to up to 4x 10G SFP+ with li cense, 370W PoE budget, basic L3 (static routing and RIP)</td> <td>6</td> </tr> <tr> <td>12x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 2x 1G SFP uplink-ports upgradable to 2x 10G SFP+ with license. 124W PoE budget, basic L3 (static routing and RIP)</td> <td>3</td> </tr> </tbody> </table>	Switch	Qty	24x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 4x 1G SFP uplink ports upgradable to up to 4x 10G SFP+ with li cense, 370W PoE budget, basic L3 (static routing and RIP)	5	48x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 4x 1G SFP uplink ports upgradable to up to 4x 10G SFP+ with li cense, 370W PoE budget, basic L3 (static routing and RIP)	6	12x 10/100/1000 PoE+ ports, 2x 1G RJ45 uplink-ports, 2x 1G SFP uplink-ports upgradable to 2x 10G SFP+ with license. 124W PoE budget, basic L3 (static routing and RIP)	3	Closed
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2.	<p>(LOT 1 Rwanda Standards Board)</p> <p>Gigabit SFP Modules:What is the required speed (e.g., 1Gbps, 10Gbps, or higher)?</p>	10Gbps preferred.	Closed								
3.	<p>(LOT 1 Rwanda Standards Board)</p>	Approximately 150 to 200 concurrent users. Note that this number may have changed since the launch of the tender. A site visit to RSB ought to corroborate the number of users.	Closed								

	Next-Generation Firewalls: How many concurrent users will each firewall support?		
4.	<p>RSB Server Lot 1 softwares specification requirement kindly clarify on below point;</p> <p>Vmware Vsphere</p> <ul style="list-style-type: none"> • Edition needed (vSphere Standard or vSphere Enterprise Plus, etc.,) • No. of years support needed. • No. of VMs to be protected (on all sites) – (Whether SRM feature needed?) • for vSAN, total size of the storage planning to configure (Per CPU minimum of 8TiBs needed to purchase)-pls mention the size 	<p>See below.</p> <ul style="list-style-type: none"> ▪ VMWare vSpere Standard (latest version) ▪ 3 years ▪ The number of VMs and necessity of a SRM will be discussed in the pre-bid meeting that will held on 17th April. The time will be communicated. ▪ vSAN shall also be discussed in the pre-bid meeting 	Closed
5.	<p>We wish to request that the sites visiting be arranged in order to better understand how the IT infrastructure will be carried out to user institutions, this doesn't have to be mandatory.</p> <p>With this, we request that according to the availability of the institutions / end-users, we get informed when we could do the site visits, which I presume may extend the tender deadline for about 7-10 more days.</p>	<p>Yes, we are concurrence with suggestion of conducting site visits. We shall review you request for an extension of the tender and communicate accordingly.</p> <p>Visits can be made tentatively from Wednesday 16th to RSB HQ, RICA HQ and NAEB HQ from 9am – 5pm.If there are changes with day and time, we shall let you know. Ensure you contact the following individuals prior to your visit:</p> <p>Christian(RSB): christian.manzi@rsb.gov.rw Sildio(NAEB): mbonyi@gmail.com Dieume(RICA): hirwadieum@gmail.com</p>	Closed
6.	<p>RSB Server Lot 1 softwares specification requirement kindly clarify on below point;</p> <p>Redhat</p> <p>Support Level – Standard (Business Hours) or Premium (24/7) s Subscription Duration – 1-year or 3-year terms.</p>	Premium subscription with a 3 year support	Closed

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SECTION 2: TIPS ON HOW TO PREPARE AND SUBMIT A COMPETITIVE BID

1. Administrative: -

- 1.1 Correct language (with translation/s where different language is used);
- 1.2 Timelines complied with;
- 1.3 Full response to tender requirements;
- 1.4 Attachment of required documents as per the bid instructions such as:
 - 1.4.1 Registration certificate/s;
 - 1.4.2 Tax compliance/ registration;
 - 1.4.3 Professional registrations such as that for engineers, architects, environmentalists, accountants, supply chain experts, etc;
 - 1.4.4 Power of attorney; and
 - 1.4.5 Audited accounts for the years requested.
- 1.5 Accurate sealing/ naming of bids envelopes; and
- 1.6 Timely submissions (no last minute rush!).

2. Technical: -

- 2.1 Very good methodology:
 - 2.1.1 Good work-plan.
 - 2.1.2 Understanding of TORs.
- 2.2 Evidenced based experience;
- 2.3 Excellent proposed team of experts/ personnel;
- 2.4 Compliant structure of bid;
- 2.5 Signed CVs of proposed experts/ personnel alongside declaration by individual of her/ his CV not being used by any other firm within the same bid especially where cross-bidding is barred;
- 2.6 Keen attention on high/ important technical requirements/ qualifications areas & scoring more;
- 2.7 Quality assurance of the bid;
- 2.8 Well arranged, titled and easy to read proposal;
- 2.9 Defined jargon where used;
- 2.10 Demonstrated creativity and uniqueness of the technical bid;

3. Financial: -

- 3.1 Inclusion of taxes when advised to.
- 3.2 Fair pricing.
- 3.3 Signed submission form/s.

4. Post-award: -

- 4.1 Positive due diligence.
- 4.2 Accurate bid information.
- 4.3 Good performance (quality, cost, quantity, etc.) on award of contract.