

**REQUEST FOR PROPOSAL FOR SUPPLY, INSTALLATION AND
MAINTENANCE OF, VIDEO-CONFERENCING EQUIPMENT**



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TABLE OF CONTENTS

- 1. INTRODUCTION 3
 - TECHNICAL REQUIREMENTS FOR VIDEO CONFERENCING SYSTEM FOR CENTRAL LOCATION 3
 - TECHNICAL REQUIREMENTS FOR HD END POINT CAMERA 7
- 1. GENERAL INFORMATION 9
 - Contacts 9
 - Tentative Schedule 9
 - Response Date and Location **Error! Bookmark not defined.**
- 4. TERMS AND CONDITIONS 9
 - 4.1 RFP Clarifications and Addendums 9
 - 4.2 Rejection of Proposals 10
 - 4.3 Proposal Validity Period 10
 - 4.4 Cost Requirements 10
 - 4.5 Partial Bidding 10
 - 4.6 Warranty and Support 10
 - 4.7 Delivery 10
 - 4.8 Installation 11
 - 4.9 Supplier Selection Process 12
 - 4.10 Pricing 12
 - 4.11 Cost of Bidding 13
 - 4.12 Language of Bids 13
 - 4.13 Award 13
 - 4.14 Response Format 13
- APPENDIX 14
 - 5. General Response Format 14
 - 5.1 FORM 1: Project Staff Information 14
 - 5.2 FORM 2: Project Staff Information 14
 - 5.3 FORM 3: Client Reference Sites 15
 - 5.4 FORM 4: Pricing 15

1. INTRODUCTION

Cytonn Investments Limited is seeking qualified suppliers to supply and implement a video conferencing solution.

Below are the minimum technical specifications for the desired solution

TECHNICAL REQUIREMENTS FOR VIDEO CONFERENCING SYSTEM FOR CENTRAL LOCATION

Clause No.	Particulars of Requirements
1	The MCU should be latest Real Time Media Conferencing platform and it must be hardware based Purpose-built system for advanced video & audio communications, offering reliability, availability, and serviceability.
2	The MCU must be equipped to support minimum 24 HD 1080p@30fps in Continuous presence and Voice Activated from day-1 without cascading in a single conference or multiple conference at a time.
3	The MCU should support mix of resolution in both Voice Activated mode and Continuous Presence. Each Endpoint shall receive at the maximum of its capacity without reducing the capacity of another.
4	The MCU should have facility to support for any H.323 Video traffic (from Intranet and Internet both) and soft VC client (video traffic from Intranet and Internet both) in the same conference or different conferences at a same time.
5	The solution should support Standard Definition and High Definition in both Voice Activated and Continuous Presence mode without loss of functionality or capacity.
6	The MCU should provide HD quality in Continuous Presence to all HD endpoints connected and deliver this even if SD endpoints are part of the conference. MCU should have the ability to enhance the resolution even from the SD endpoints and send to HD participant.

7	The MCU should be interoperable with the gatekeeper, Management server, Internet Gateway, Streaming and recording solution offered with the solution.
8	The MCU should interoperate with multiple vendor VC endpoints.
9	The MCU should support dual video/ presentation sharing. The MCU should not be any port loss while using H.239 dual video. All the existing end points (H.239 and Non H.239) and endpoint of outside organization (H.239 and Non H.239) should be able
10	to show all the MCU features (H.239 data collaboration, etc.) without any port loss.
11	The MCU should support dual video H.239 content sharing resolution minimum VGA, SVGA, XGA.
12	The MCU should have easy to use, on demand conferencing with always-on virtual meeting rooms
13	MCU should support minimum H.261, H.263, H.264 video standard from day one.
14	MCU should support SD from 384 kbps onwards on IP H.323 from day one
15	MCU should support HD 1080p @ 30 fps from 1024kbps onwards on IP H.323 from day one
16	MCU should support 16:9 and 4:3 aspect ratio from day one
17	MCU should support minimum G.711, G.722, G.722.1, G.729 audio standard from day one
18	Administrator should able to manage of mute/unmute and volume control of Endpoints from MCU.
19	MCU should have Web-based management
20	MCU should support Conference templates to easily save layouts for recurring meetings
21	Video Conferencing solution should support reservation calendar for scheduling
22	MCU should have 2 x 100/1000 Mbps fully function Ethernet port for IP Communication with support for both IPv4 and IPv6.
23	MCU should support minimum 5 nos. of simultaneous conferences from day one.
24	MCU should support QoS, Transport layer security , AES encryption, Conference participants PIN code authentication

25	MCU should support Min 20 different conference layouts and Minimum 20 sites Continuous Presence Layout from day one
26	MCU should support Far-end camera control
27	The Video Conferencing System should have facility to support any Video conferencing endpoints deployed at various organization and must be able to take part in video conferencing through internet. Dial into the proposed MCU and dial out from the bank existing end point & proposed MCU from day one. The endpoints can be of various OEM makes using open standards.
28	The Video Conferencing System should have facility to support to do video call to public IP addresses and able to accept video call from public ip
29	The Video Conferencing System should support the ability for devices on the internet to be reached using a H323 ID or E.164 alias.
30	The Video Conferencing System should capable to support minimum 10 no. of H.323 video call (call can be from any OEM make using standard based audio and video compression) coming from internet in a single conference or multiple conference at a time from day one.
31	The Video Conferencing System should capable support at least 50 Soft Client from day one and must have the scalability to upgrade to minimum 100 Soft clients in the future without upgrading hardware.
32	The Video Conferencing System must be able to provide Gatekeeper services using H323 protocol. It should be able to integrate with other Gatekeepers using H323 trunks or Neighboring Trunk.
33	The Video Conferencing System offered must be an appliance and should have knowledge of all available conferencing resources and their capabilities. It should help to ensure intelligent conference placement and optimum resource usage, and delivering powerful, comprehensive administrative control, making simple, natural conferencing a reality.
34	The Video Conferencing System should allow creation of virtual conference rooms. It automatically activated when the first participant dials into it.
35	Any video conferencing endpoints including Bank existing Endpoints and MCU must be able to register with the offer Gatekeeper
36	The gatekeeper Should allow at least 100 concurrent calls from day one and which should be expendable up-to 150 Concurrent calls in the future without any change in
37	The Video Conferencing System should have to support for alias name, e.164 and IP address registration for H.323 users support IP address translation, use can make call using e.164 number
38	The Video Conferencing System allow creation of Zones/Virtual groups for a cluster of endpoints.
39	The Video Conferencing System should have centralized management system to manage & monitor all existing endpoints and proposed video conferencing device at central location.

40	The Video Conferencing System should have to support conference scheduling through web interface and address books.
41	The Video Conferencing System should have Real time views of the status and health of the video network.
42	The Video Conferencing System should have centralized log management Multipoint and point to point conference.
43	The Video Conferencing System should have Email notification to attendees of date and time and topic of conference templates for personalized and easy scheduling seamless Conference control on one participants, disconnect or reconnect endpoints, change screen layouts, extend conferences etc.
44	The Video Conferencing System should have recording facility for single point or multipoint conferences with full H.239 content capture/dual video and should support recoding minimum 2 no. of concurrent video conferencing recording sessions with full video, audio and content.
45	The Video Conferencing System should have streaming facility to minimum 50 concurrent web viewers.
46	The Video Conferencing System should have storage capacity for storing 500 hours' video conferencing. Should have the facility to copy/cut the recorded video conferencing to external media (DVD/CD/USB external HDD)
47	Offered MCU, Gatekeeper, Management Server, Internet gateway, Recording & streaming solution and HD End Point Camera should be hardware base, from same OEM and IPV4 and IPv6 both compliance.
48	Offered MCU, Gatekeeper, Management Server, Internet gateway, Recording & streaming solution, Soft Client VC Software interoperable (work seamlessly) with Bank existing VC Endpoint Camera (Avaya XT5000 and Aethra Vega X5). There should not be any Video and Audio compromise during type of Video Conference (Using only Bank Intranet, Using Bank Intranet & Internet both).
49	Security being prime concern, Solution should not breach the security of any other installations of Bank in any way
50	All equipment offer in this solution should have 3 years warranty and comprehensive 2 years AMC support

TECHNICAL REQUIREMENTS FOR HD END POINT CAMERA

Clause No.	Particulars of Requirements
1	The proposed video conferencing system should be standalone unit supplied with HD 1080p Codec, HD Camera, Microphone (s), Remote & necessary accessories, and cables from day-1. The system should be capable of working on IP (H.323), SIP, minimum 1080p@30fps for transmitting & receiving both from day-1. The endpoint should be capable of working seamlessly with existing Endpoint Camera.
2	<ul style="list-style-type: none"> • H.264 • H.263 • H.239 / Dual Video • H.263 and H.264 Video Error Concealment or equivalent
3	On IP H.323 should deliver: 1080p@ 30fps from 1024 kbps onwards and SD from 384 kbps onwards
4	Content Video Resolution <ul style="list-style-type: none"> • HD Content • Input: SXGA, XGA, SVGA, VGA or equivalent • Output: XGA , SVGA or equivalent
5	Camera Specifications: 1080p Camera integrated or separated from codec <ul style="list-style-type: none"> - min 10x optical zoom - min 65 degree FOV at min zoom - 1920 X 1080 resolution - Standard based far end camera control - The camera should have 360 degrees coverage
6	Audio Standards & Protocols: <ul style="list-style-type: none"> • Minimum G.722.1, G.722, G.722.1, G.711 • Automatic Gain Control • Automatic Noise Suppression • Instant Adaptation Echo Cancellation or equivalent • Audio Error Concealment or equivalent
8	Minimum 1 or more no. of port 10/100/1000 Ethernet port , RJ45 connectors
9	Minimum 1 Video Inputs: operational from day-1 Minimum 1 additional Video Inputs except main camera operational from day-1 for Laptop/PC
10	Minimum 1 Video Outputs: operational from day-1 Monitor / TV

11	<p>Minimum 2 Audio Inputs:</p> <ul style="list-style-type: none"> • 2 X Microphone Input in direct or in array. • 1 X Mini line in for PC/laptop Audio <p>•The systems must have one standard microphones with wide coverage. The microphone should be External. Provisional for additional microphone is Essential for conference rooms and board rooms.</p>
12	Minimum 1 Audio Outputs for Main Audio for Display Unit, external speaker or Sound system.
13	<p>Content Sharing</p> <ul style="list-style-type: none"> • The System should have capabilities for sharing data from laptop or PC •Dual stream Video (Sending Video and data simultaneously) •Dual images allows the far end to see the presentation and speaker at same time.
14	System Management, Web-based and Remote control base, SNMP
15	<p>Security</p> <ul style="list-style-type: none"> • Secure Web • Security mode • Embedded AES • Secure password authentication
16	Mute function in microphone and IPV4 & IPv6 both compliance
17	Should work seamlessly with Bank Existing Video Conferencing Endpoint camera and proposed MCU, Gatekeeper, Internet Gateway, Centralized Management Server, Soft Client VC.
18	3 year warranty & 2 Years comprehensive AMC

1. GENERAL INFORMATION

Contacts

All bidder communications should be directed to the following contacts:

Divina M. Ongubo

dongubo@cytonn.com

0700329995

Technical Enquiries including site-visits planning

Divina M. Ongubo

dongubo@cytonn.com

0700329995

Tentative Schedule1

Event	Date
Release of RFP	26 th January 2017
Last Day for site visits and/or enquiries	2 nd February 2017
Final Day for submission of Bids	9 th February 2017

The final day for submitting proposals is **9th February 2017 6.00pm**. All proposals are to be sent via email and should be addressed to dongubo@cytonn.com and copied to procurement@cytonn.com

4. TERMS AND CONDITIONS

4.1 RFP Clarifications and Addendums

Cytonn Investments Limited reserves the right to clarify or change the RFP or issue addendums to the RFP at any time before the last day of tender submission.

Cytonn Investments also reserves the right to cancel or reissue the RFP. All such addenda will become part of the RFP.

The bidder is encouraged to seek for any additional clarifications on the scope and existing network peripherals that will better inform the completeness of the solution.

4.2 Rejection of Proposals

Cytonn Investments Limited reserves the right to reject any or all of the proposals, to waive any minor informalities or irregularities contained in any proposals, and to accept any proposal deemed to be in the best interest of Cytonn Investments Limited.

4.3 Proposal Validity Period

Submission of a proposal will signify the bidder's agreement that its proposal and the content thereof are valid for 90 days following the submission deadline unless otherwise agreed in writing by both parties. The proposal will form part of the contract that is negotiated between the Cytonn Investments Limited and the selected supplier.

4.4 Cost Requirements

The bidder should indicate all setup, integration and recurrent costs (e.g. licensing) for consideration.

4.5 Partial Bidding

Bidders may quote for all or specific categories.

Any partial quote must cover the full cost of installation and integration.

4.6 Warranty and Support

All hardware equipment must be covered with a 3-year warranty. The Cytonn Investments Management Ltd, reserves the right to renew the warranty at the end of period if applicable.

4.7 Delivery

All hardware (if applicable) will be delivered to the following location

Cytonn Investments
Limited
6th Floor, The Chancery
Hse, off Valley Rd, Upper
Hill, P.O. Box 20695 -
00200, Nairobi, KE.

The maximum expected lead time for any equipment or software is **4 weeks**. If any of the products (such as licenses) is to be delivered electronically e.g. via email, the supplier will liaise with Cytonn Investments Management Ltd, so as to be advised of the correct appropriate address to use.

4.8 Installation

The selected supplier is required to have the necessary human resource capacity to implement the Wireless Controller implementation as per the requirements set out by the Cytonn Investments Management Ltd,

The scope of implementation will include but will not be limited to:

1. Understanding the current systems/network components in use at Cytonn Investments Management Ltd,
2. Configuration and installation of the solution.
3. Support services if will be applicable from vendors.

The installation sites are:

1. Cytonn Investments Management Ltd

Chancery
6rd Floor (Data Centre) and other floors,
Cytonn Investments Management Ltd,
P. O. Box 20695 - 00200,
Valley Road
+254 709 101 000.
Nairobi Kenya.

2. Cytonn Investments Management Ltd

3rd Floor, Liaison Hse,
State House Avenue,
P. O. Box 20695 - 00200,
+254 709 101 000
Nairobi Kenya.

3. Cytonn Investments Management Ltd

6th Floor, Fedha Plaza,
Mpaka rd, Westlands,
P. O. Box 20695 - 00200,
+254 709 101 000
Nairobi Kenya.

INFORMATION TO BIDDERS

4.9 Supplier Selection Process

To facilitate the evaluation process, the supplier is required to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein. All tender responses will be evaluated in two phases:

- a) Detailed evaluation to determine technical compliance and support responsiveness of the bidder
- b) Financial evaluation to consider pricing competitiveness and financial capability of the bidder

The technical evaluation - comprising 70% of the overall bidder score - will assess:

- i) The completeness of the proposal to meet Cytonn Investments requirements
- ii) Experience and reliability of the supplier organization. The bidder is therefore advised to submit as part of the proposal any information which documents successful experience in past performances especially on projects that are similar to the services required in this RFP. A due diligence exercise will be done.

NOTE: Cytonn Investments will only consider companies with the requisite manufacturer partnerships and/or certification. However, bidders with higher levels of accreditation implying possession of higher technical capacity in-house for implementation of complex configurations will attract a better score. Bidders are encouraged to include documentation of all relevant partner agreements together with the levels.

- iii) The technical and project management expertise

The financial evaluation – comprising 30% of the overall bidder score – will assess all costs associated with the delivering and implementing the hardware and software. This information will be shown as per the form attached as schedule B in this RFP.

NOTE: The Cytonn Investments reserves, at its sole discretion, the right to select or reject, either in totality or partially, any or all proposals made in the context of this RFP. Any such decisions made will be final and no correspondence will be engaged, other than for purposes of informing the bidders of the outcome of the process.

4.10 Pricing

The prices quoted must be inclusive of all taxes and applicable government duties. Prices should be quoted in US Dollars (US \$) or KES and must be valid for a minimum of 90 days.

4.11 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bids and Cytonn Investments will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process

4.12 Language of Bids

All bids and any associated documents should be exclusively in English

4.13 Award

Upon evaluation, Cytonn Investments may choose to invite one or more short-listed bidders to make formal presentations and/or sit for a panel interview.

The Cytonn Investments may opt to pursue further contractual and price negotiations on one or two final qualifying bidders. However, Cytonn Investments reserves the right to award without such negotiations and bidders are advised to submit their initial proposals on the most favorable terms

Cytonn Investments may award to multiple bidders. If it so chooses, the winning bidders will be required to work together during implementation.

The winning bidder (s) will be informed in writing. The non-winning bidders may also be informed of their unsuccessful bids (regrets). However, Cytonn Investments will be under no obligation to do this nor to elaborate on the reasons for non-selection.

4.14 Response Format

Bidders should follow a standard format for response to enable the evaluation process to be executed with relative ease. The appendix section shows templates of Forms that should be filled for various sections of the proposal.

APPENDIX

5. General Response Format

1. Cover letter – signed by individual authorized to bind the bidding organization
2. Executive Summary
3. Response to Form 1 – signed by individual authorized to bind the organization
4. Response to Form 2 – Project Staff Information
5. Response to Form 3 – Client References
6. Project schedule
7. Bill of Materials and description of installation/implementation tasks. Any requirements that need to be put in place should also be included here.
8. Response to Form 4 – Pricing
9. Appendix: e.g. product datasheets

5.1 FORM 1: Project Staff Information

Proposer Name	
Proposer Address Information (physical, postal, email, fax)	

5.2 FORM 2: Project Staff Information

Please fill as many of this form as there are number of staff in the project

Staff Name	
Position in the Company	
Length of time in position	
Project position and responsibilities	
Hours Dedicated to project onsite	

Education	
Certifications	
Previous work experience	
Technical skills/qualifications relevant to project	
Experience installing proposed system	

5.3 FORM 3: Client Reference Sites

Provide three reference sites (3 filled forms)

Client Name	
Contact Name	
Title	
Phone #	
Email Address	
Type of Services provided	
Services Provided Similar to Cytonn Investments requirement	Yes - Explain similarities No – Explain differences

5.4 FORM 4: Pricing

As much as possible proposers should adopt the following general guideline

	UNIT PRICE	TOTAL PRICE
HARDWARE		
1.		
2.		
SOFTWARE & LICENSING		
1.		
2.		
3.		
IMPLEMENTATION		
1.		

2.		
MAINTENANCE		