

REQUEST FOR PROPOSAL

Supply and installation of PRI link and 1,000 phone numbers for FMFB Call Center and IP Phone System

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The First MicroFinanceBank
اولین بانک قرضه های کوچک

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Table of Contents

1. About FMFB-A	-----	3
2. RFP Objective	-----	3
3. Items Requirements and Specifications	-----	3
4. Intent of Specifications	-----	3
5. Rejection	-----	4
6. Acceptance	-----	4
7. VENDOR QUALIFICATIONS	-----	4
8. Payment Terms	-----	4
9. Bidder Queries	-----	4

1. About FMFB-A

Founded in 2004, The First Microfinance Bank is the only microfinance bank in Afghanistan. Our vision is to poverty alleviation and economic development through provision of sustainable financial services, primarily targeting the micro & small businesses and households. FMFB shareholders include Aga Khan Agency for Microfinance (AKAM), International Finance Corporation (IFC) and Aga Khan Foundation, USA.

Currently, FMFB-A is the market leader in microfinance contributing over 50% to the industry's outstanding portfolio. As of Dec 2017, FMFB-A's Gross Loan Portfolio stood over USD 85 million with over 64,000 active borrowers. FMFB-A has a network of 47 branches and outlets covering 14 provinces. The bank offers a range of services including savings, loans (microfinance and SME) and commercial banking services. Loans for agriculture and incremental housing are coupled with free advisory services.

2. RFP Objective

FMFB-A is seeking proposals from prospective Vendors to supply and install PRI link with SIP support along with phone numbers for FMFB-A call center and IP Phone system with details mentioned in the following section.

Respondents must submit information with sufficient detail to ascertain how their proposed solution complies with FMFB-A minimum requirements **"Meeting all technical specifications and full delivery of project"**. Firms are also encouraged to submit any information that indicates how their proposed solution would provide the FMFB-A with requested features and enhancements that exceed the minimum requirements as set forth within this RFP.

3. Items Requirements and Specifications

Line#	Item	Description	QTY
1	PRI Link For IVR, sending SMS, and for DID numbers.	Supply and installation of PRI link and its related devices, which will be connected to our PBX (Mitel MX One Gateway), for Providing IVR and outgoing/incoming calls and SMS services.	1
2	1000 DID "direct Invert Dial" Phone numbers	Phone numbers for outgoing and incoming calls to FMFB-A IP Phone system, with reserved last 3 digits to FMFB-A.	1,000 DID Numbers
3	Call rating	Submit your pricing for off net and on net per minute call cost	
4	Short Code	Agreement with all other Telecoms that to route the short code to the long number.	
5	Regulatory compliance	To complied with local regulators and to have related permissions.	

4. Intent of Specifications

It is the intent of these specifications to take advantage of the latest advances in industrial design and construction. It is the intent to specify durable materials and which will be rugged and most suitable for FMFB-A considering such facts as may be reasonably and properly taken into account. Only new material under warranty not refurbished one will be accepted. Uptime guarantee and 24 by 7 availability of the service.



5. Rejection

Failure of any of the material or agreed/proposed services to satisfactorily meet inspection will be cause for rejection of the material or the services furnished under this specification. The bidder shall pay rejected material transportation charges both ways or any fee in setup of the service.

6. Acceptance

FMFB-A will accept the deliverables, if they were produced in accordance with best industry practice, and in accordance with the instructions received from the authorized representative of FMFB-A.

7. VENDOR QUALIFICATIONS

- Bidders shall demonstrate past experience in meeting these minimum qualifications.
- Demonstrate a proven record of accomplishment in providing solutions similar to the proposed solution to well-known organizations for a minimum of 5 years.
- The bidder should be a legal entity registered in Afghanistan.
- Bidder must submit the following:
 - o Letter of Proposal.
 - o Authorization for signing all the documents related to RFP as per the template.
 - o Authorization letter from the regulatory.
 - o Indicative Commercial bid

Those bidders that do not meet to these minimum qualifications shall be rejected by the bank without further consideration.

8. Payment Terms

- Payments will be made after completion of the project and acceptance of the equipment by FMFB-A.
- Full delivery of the equipment to FMFB-A premises is bidder's responsibility; the bidder shall pay all taxes, custom charges and delivery cost.
- If the bidder bank account is outside the country, all transaction and currency exchange charges will be on bidder.

9. Bidder Queries

All technical Inquiries, questions and requests for clarification related to this RFP are to be directed in writing to:

Attention: Maiwand Ludin
Designation: Chief Information Officer
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Attention: Abdullah Shiryar
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