



The First Microfinance Bank Afghanistan (FMFB-A)

Request for Proposal For Managed Services

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1. Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective Bidders to submit a proposal for supplying the Oracle hardware parts to FMFB-A.

1.2 Coverage and Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at FMFB-A. FMFB-A reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the agreement and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2. General Information

2.1 Original RFP Document

FMFB-A shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 The Bank

The First Microfinance Bank, Afghanistan (FMFB-A) started operations in 2004 and is part of the Aga Khan Agency for Microfinance (AKAM), which has financial institutions operating in over 15 countries throughout the developing world. It is affiliated with the Aga Khan Development Network (AKDN), a group of nine development agencies working in health, education, culture, and rural economic development primarily in Asia and Africa.

The First Microfinance Bank-Afghanistan (FMFB-A) is a banking institution that started operations in 2004 and is part of the Aga Khan Agency for Microfinance (AKAM), which has invested in leveraging and inclusive financial institutions in over 15 countries through the developing world. It is affiliated with the Aga Khan Development Network (AKDN), a group of nine development agencies working in health, education, culture, and rural economic development primarily in Asia and Africa.

FMFB-A's primary objective in Afghanistan is to contribute to poverty alleviation and economic development through the provision of sustainable financial services to the poor and underserved. FMFB-A is a member of the Global Alliance for Banking on Values (GABV) – an independent network of banks using finance to deliver sustainable economic, social, and environmental development.

2.3 Schedule of Events

The following is a tentative schedule that will apply to this RFP but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP	05/04/2022
Final Award Notification	25/04/2022

3. Proposal Preparation Instructions

3.1 Bidder's Understanding of the RFP

In responding to this RFP, the Bidder accepts the responsibility to fully understand the RFP in its entirety, and in detail, including making any inquiries to FMFB-A as necessary to gain such understanding. FMFB-A reserves the right to disqualify any Bidder who demonstrates less than such understanding. Further, FMFB-A reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award prior to contract signing, if an award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to FMFB-A.



3.2 Good Faith Statement

All information provided by FMFB-A in this RFP is offered in good faith. Individual items are subject to change at any time. FMFB-A makes no certification that any item is without error. FMFB-A is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

3.3.1 Vendors' Inquiries. Applicable terms and conditions herein shall govern communications and inquiries between FMFB-A and Bidders as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

FMFB-A
IT Department/ Head Office, Kabul
Lane 8, Kolola Pushta Road, District 4,
Shahr-e-Naw, Kabul - Afghanistan.

Attention:
Telephone:
E-mail:

3.3.2 Informal communications shall include, but are not limited to: requests from/to Bidders or Bidders' representatives in any capacity, to/from any FMFB-A employee or representative of any kind or capacity with the exception for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the above named at any time.

3.4 Proposal Submissions

Proposals must be delivered sealed to:

FMFB-A
IT Department/ Head Office, Kabul
Lane 8, Kolola Pushta Road, District 4
Shahr-e-Naw, Kabul - Afghanistan.

Vendors are to submit one (1) original copy of proposal marked "Original" and one (1), marked "Copy." Each original and copy must be individually bound.

3.5 Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise. The purpose of this RFP is to identify those vendors that have the interest, capability, and financial strength to supply FMFB-A with the following Scope of Work.

Following will be Evaluation Criteria but not limited to:

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with FMFB-A.
3. Financial stability of vendor.
4. Ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
5. Desirability of proposed solution.



6. Cost effectiveness

3.6 Selection and Notification

Bidders determined by FMFB-A that possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

4. Scope of Work, Specifications and Requirements:

The first microfinance bank request proposal from the qualified firms to provide the proposal for managed services covering the list of items stated in this section. This will include both technical and function support. The bidder must have an established manage service practice specially in the banking industries and must have extensive knowledge with Oracle Flexcube core banking system, Interfaces and channel, Oracle Database Patching, upgrade, troubleshooting and overall system enhancement. The bidder must also facilitate Upgrade of Oracle Database from 11g (11.2.0.4) to 19c version and migration of Oracle FLEXCUBE Universal Banking (FCUBS 12.0.3) application to the upgraded Oracle Database 19c along with providing operational and technical support for FCUBS 12.0.3. Oracle 19c's latest Database patch (Jan 2022/Apr 2022 PSU) will be applied in the course of the Database upgrade project.

The high-level scope of work for the current engagement is summarized below:

Oracle Banking Digital Services release 18:

- Examine the existing implementation and documentation
- Manage and achieve the SLA defined by the Bank
- Provide support and troubleshoot to achieve the SLA
- Help the bank team to develop application process, design, develop, test and implement updates and quarterly patches released by Oracle
- Work directly with the Bank IT to development the process and implement the new business requirement
- Support and develop in the implementation of new interfaces and integration
- Perform and support the bank with the new development if require
- Patching and upgrading OBDX to the latest patch set released by Oracle

IT IS Services (Database Upgrade):

- Upgrade of Oracle Database 11g (11.2.0.4) to 19c for UAT Database.
- Validation of Upgraded Oracle Database in UAT.
- Upgrade existing Oracle Home from Oracle Database 11g (11.2.0.4) to 19c.
- Rollback the Database from 19C to 11G, if upgrade fails.
- Prechecks of grid infrastructure on Production and Disaster Recovery.
- Installations and configuration of grid infrastructure.
- Upgradation of Oracle Database 11g (11.2.0.4) to 19c for Production (Node1 & Node2) and Disaster Recovery standalone database.
- Configuration of Oracle FLEXCUBE UBS 12.0.3 to all existing environments such as UAT, Production and DR (Disaster Recovery) on Oracle DB 19c.
- Data Migration (All Transactions and Data Dump) of Oracle FLEXCUBE UBS (UAT, Production and DR) from the existing Oracle Database version 11.2.0.4 to the upgraded version 19c.
- Assistance and guidance on application specific setup in Database level and in the Middleware.
- Migration Testing for Oracle FLEXCUBE application on the upgraded Oracle Database version 19c
- Support for successful cutover.
- Performance assessment after go live.

Non-Production Activity

- Study of environment/Pre-checks of UAT
- Backup of UAT database



- Upgrade UAT Database
- Validation of Upgrade of UAT
- Obtain Bank signoff

Production and Disaster Recovery (DR) Activity

- Study of Production-RAC-2 NODE and DR Standalone Database environments.
- Pre-checks before upgrading to 19c grid infrastructure.
- Installation and Configuration of grid infrastructure 19c.
- Pre-checks before upgrading to database 19c on production and DR server.
- Install the 19c on the standby server.
- Upgrade the Database from Production and DR server.
- Post verification of upgrade activity.

Production and Go Live support.

Oracle FLEXCUBE Universal Banking Solution (FCUBS) Version 12.0.3:

- Support for Migration of FCUBS 12.0.3 to the upgraded Oracle Database 19c.
- Qualification of Oracle FLEXCUBE UBS and application components in Oracle Database 19c.
- Fixing any application issues arising from the Database upgrade during the qualification and testing phases.
- Support for the testing of the latest patch-set release from Oracle in FLEXCUBE UBS after the upgrade.
- Support for the 2 weeks of UAT post migration to Oracle database 19c.

Operational and Technical Support for Oracle FCUBS modules as specific in Modules in Scope (Section 2.1) and will include the following environments - Production, VIP and UAT for One (1) year.

Program updates and fixes when made available by OFSS.

Security alerts, critical patch updates, upgrade scripts or tools when made available by OFSS.

Major product and technology releases, which includes General maintenance releases, selected functionality releases, and documentation updates.

Non-technical customer service during normal business hours.

Assistance with service requests 24 hours per day, 7 days a week.

Eligibility Criteria:

Only those Bidders, who fulfill the following criteria, are eligible to respond to the RFP. Bids received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

1. The bidder should be a legal entity registered inside or outside Afghanistan.
2. The bidder should have extensive knowledge and expertise with Oracle Database Management and Oracle Flexcube Core Banking and its modules
3. The bidder must have an established Managed services practices in the Banking Industries
4. The bidder must submit the Manufacturer's authorization letter (i.e. MAF) from Oracle.
5. Any amount transfer related charges should be beard by the vendor if not having account with FMFB-A
6. FMFB-A as customer shall have full access to support identifier for contacting Oracle in case of any technical problem without any dependency on the partner
7. The bidder must also submit the following:
 - a) Letter of Proposal.
 - b) Authorization for signing all the documents related to RFP as per the template.
 - c) Authorization letter from Oracle authorizing the vendor to submit the bid for as Oracle partner
 - a) Indicative Commercial bid



5. Bidder Certification

This certification attests to the Bidder's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The Bidder must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to RFP issued by FMFB-A. The undersigned is a duly authorized officer, hereby certifies that:

(Bidder Name) _____

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of thirty (30) calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

- IS
- IS NOT

Currently debarred, suspended, or proposed for debarment by any Govt./other entity. The undersigned agree to notify FMFB-A of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____	Title: _____
Signature: _____	Date: _____
Name: _____	Title: _____
Signature: _____	Date: _____

Signature of Authorized Officer:

Name: _____	Title: _____
Signature: _____	Date: _____