



REQUEST FOR PROPOSALS

**PROVISION OF ANNUAL MAINTENANCE SERVICES FOR AVAYA TELEPHONE SYSTEM
AT THE HEAD OFFICE**

1.0 Background

Shelter Afrique is a regional housing finance institution established by African governments dedicated to investing in housing and urban development in African countries. Shareholders include 44 African countries, the African Development Bank, and the Africa Re-Insurance Corporation. The organization has its headquarters in Nairobi, Kenya, and two regional offices: Abuja, Nigeria, and Abidjan, Ivory Coast.

The institution is requesting proposals to provide annual maintenance for the Avaya telephone system at the Head Office located in Upper Hill, Longonot Road.

2.0 Scope of Work

The scope will be:

- Conduct routine maintenance on Avaya telephone PBX and extensions installed within Shelter Afrique HQ in Nairobi and two regional offices in Abuja (Nigeria) and Côte d'Ivoire (Ivory Coast) as guided by existing SLA's.
- Provide services, support, and upgrades per the service levels described below within the scope of the maintenance requirements:
 - The services are required for two years.
 - The successful vendor (AVAYA SUPPORT PARTNER) will provide all replacement equipment and components necessary to maintain the telephone system in peak working condition per Avaya specifications and site-specific requirements.

- The successful vendor shall perform software programming, maintenance, and configuration for software upgrades, new releases, patches, and advanced replacement hardware that are remedial.
- The successful vendor shall install and configure version upgrades and updates from Avaya to ensure the system is no more than one version behind the current, generally available, software release.
- The current system is integrated with regional offices' IP PBX and Telcom voice services provider.
- The successful vendor will coordinate and schedule installation and configuration of firmware and operating system upgrades with Shelter Afrique IT staff to minimize interruptions.
- The successful vendor will conduct quarterly service review meetings at mutually agreed upon times with Shelter Afrique during the maintenance agreement period.
- The successful vendor will:
 - Proactively provide Software recommendation reports for upgrades and maintenance.
 - Proactively provide hardware support reports to help manage hardware-related subjects as we incrementally change the network or architecture.
 - Proactively provide notice reports on critical problems with Avaya products or technology to avert problems before they happen.
 - Proactively provide engineering recommendation reports on the best practices and current technological trends.
- If Shelter Afrique acquires additional products of the same type as the existing supported products, and locates them with existing supported products, they will be added to the coverage automatically for the remainder of the term. Service coverage will be effective immediately upon notification of the contractor. Material charges for added products will be at the current rate.
- Provide emergency dispatch of repair technician(s) as required and after notification is made to Shelter Afrique with a two-hour on-site commitment.
- Repair or replace equipment to maintain the full operational capability of the systems with a goal of 99.99% or better.

- Provide appropriate patch management based on active system applications.
- Bidder shall install new software releases for systems as required by the manufacturers and approved by Shelter Afrique.
- In the event of any failure during the installation of hardware or software by the Vendor, the Vendor will be responsible for ensuring that the system is reinstated to the satisfaction of Shelter Afrique.
- In the event of any advanced configuration or troubleshooting that cannot be handled by the Vendor, the Vendor shall, at no additional cost to Shelter Afrique, coordinate with Avaya to resolve the issue.

3.0 Schedule of equipment

- i. Avaya IP500V2
- ii. Avaya Office extensions – 70 extensions
- iii. Integration with two regional offices - Planet IPX-2100 Internet Telephony PBX System
- iv. Avaya Session Border Controller ASBCE
- v. Teleman Call Billing System

4.0 Evaluation process and selection criteria

Responses to this RFP will be evaluated and scored based on the following:

- Experience of the provider of at least five years providing similar services.
- Certified products partner of the equipment listed above. Attach proof.
- Similar jobs done previously.
- Organization and staffing.
- Quality and clarity of the proposal presentation.
- Compliance with regulatory authorities.
- Financial proposal.
- Attach Annual Maintenance Contract Agreement.

Selection will be based on 70% technical and 30% financial.

Each bid will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score of 50%.

The formula for determining the final scores (sf) is the following:

$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

Final score computed as follows:

Final Score = $0.3 S_f + 0.7 S_t$, with S_t being the technical score.

5.0 Presentation of Proposals

In order to facilitate the analysis of responses to this RFP, firms are required to prepare their proposals in accordance with the instructions outlined in the technical evaluation criteria.

Proposals should be clear, comprehensive, and concise in description of the firm's capabilities to meet the requirements provided in the RFP.

The proposal should strictly adhere to the format provided below.

Sr	Technical Evaluation Criteria	Points
1	General and Specific experience	20
	(i) General Experience in providing Avaya PBX Phone system maintenance and servicing (05 points) (ii) Experience of the provider of at least five years carrying out similar projects. Provide reference sites (mandatory) of at least three similar implementations. (05 points per reference up to 15 points in total for 3 references) (15 points)	

Sr	Technical Evaluation Criteria	Points
2	Understanding of the TOR and the Overall Quality of the Proposal.	15
	General technical approach and proposed Methodology for execution of the project indicating the main activities of the assignment: (i) Methodology for execution of the project indicating main activities of the assignment (10 points) (ii) Project organization and management plan including installation, task, time, and resource schedule (05 points)	
3	Conformity to the Proposed solution in response to technical requirements	40
	(i) Clear incident reporting process with clear escalation matrix (10 points) (ii) Clearly indicate/state emergency response plan, time to respond and turnaround time for replacing faulty equipment. (10 points) (iii) Provision of annual maintenance agreement. Clearly indicating services to be provided. Attach draft SLA. (10 points)	
4	Company Certification, qualifications, and Competence of the Key Personnel for the assignment.	20
	(i) Organization and staffing. Knowledge, skills, and experience with relevant certifications. (10 points) (ii) Composition, competencies, and skills of the technical team to be deployed for maintenance and highlighting escalation criteria (10 points)	
5	Project Risk Management Identify	05
	All potential specific risks associated with proposed solution, impact and proposed mitigation measures (05 points)	
TOTAL		100

5.1 Financial proposal format

The financial proposal should be well itemized as per the scope of work and list of services to be supplied.

The financial proposals should be expressed in US dollars and inclusive of taxes.

It should be presented **separately** from the technical proposal.

6.0 Clarification of Request for Proposal

The company may seek clarification on this RFP only up to 1 day before the end of the submission date. This should be requested in writing to the email provided in [section 10.0](#).

Shelter Afrique will respond by email.

7.0 Conditions

The tenderer must inspect the site of work and familiarize and acquaint him/her with all installations and site conditions before quoting.

8.0 Final Ranking

The bidder with the highest combined technical and financial score will be ranked first and eligible for the award of the contract.

9.0 Award Of Contract

Shelter Afrique will sign the contract with the bidder who attained the highest combined technical and financial score and with whom a satisfactory price, terms and conditions have been agreed.

10.0 Submission of bids

Proposals should be sent by mail to: procurement@shelterafrique.org with subject as: **PROVISION OF ANNUAL MAINTENANCE SERVICES FOR AVAYA TELEPHONE SYSTEM**

Or in sealed envelopes to the address below:

Subject: Provision of annual maintenance services for Avaya telephone system

**Procurement Department,
Shelter Afrique
Longonot Road, Upper Hill
P.O. Box 41479 - 00100, GPO Nairobi, Kenya.
Tel: 254-20-2722305-9
Fax: 254-20-2722024, 2721211**

The deadline for submission of bids is the close of business on 20th June 2025 at 5 p.m. EAT.

For any clarification, contact us via procurement@shelterafrique.org