REQUEST FOR PROPOSAL
Disaster Recovery Facility
Project
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1.0 INTRODUCTION

1.1 Companies and individuals are invited to tender for the Designing of the Disaster Recovery (DR) Facility to meet the requirements of Central Bank of Seychelles (CBS), as detailed within this Request for Proposal (RFP).

1.2 This document’s copyright is vested with the CBS. Any reproduction or dissemination shall be carried out on a strict “need to know” basis and for the purposes of giving effect to its contents.

1.3 The objectives and terms of reference of the project are detailed in Section 4.0 of this RFP.

1.4 The intention of CBS is to obtain the deliverables stipulated in Section 5.0 of this RFP.

1.5 Information about the CBS is available on its website at www.cbs.sc

2.0 ELIGIBILITY TO TENDER

Companies and individuals who wish to tender shall ensure that they satisfy the following criteria where applicable:
(a) Have the legal capacity to enter into a contract;
(b) Are solvent;
(c) Not in receivership;
(d) Not bankrupt or wound up;
(e) Affairs are not administered by a court or judicial officer;
(f) Business activities are not suspended;
(g) Are not the subject of legal proceedings;
(h) Fulfilled obligations to pay taxes;
(i) Have not, or any of its directors or officers been convicted of a criminal offence related to professional misconduct or making of false statements or misrepresentations as to their qualifications to enter into
contract with any party within a period of three years preceding the release of this RFP;
(j) Do not have a conflict of interest in relation to the tender.

3.0 TIME SCALE

3.1 A full response to this RFP is required by **4.00 p.m Seychelles time on Monday 7th May, 2012**. The following timescales are anticipated:

<table>
<thead>
<tr>
<th><strong>Milestone</strong></th>
<th><strong>Date</strong></th>
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<tbody>
<tr>
<td>Release of RFP</td>
<td>13th Feb, 2012</td>
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<tr>
<td>Submission of Intent to Bid</td>
<td>9th March, 2012</td>
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<tr>
<td>Deadline for questions</td>
<td>23rd March, 2012</td>
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<tr>
<td>Release of answers to questions</td>
<td>30th March, 2012</td>
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<tr>
<td>Pre-proposal conference call</td>
<td>9th April, 2012</td>
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<tr>
<td>Deadline for proposals</td>
<td>7th May, 2012</td>
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<tr>
<td>Decision made and respondents informed of the outcome</td>
<td>21st May, 2012</td>
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<tr>
<td>Contract signed</td>
<td>15th June, 2012</td>
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<tr>
<td>Exercise start (including introductory meeting)</td>
<td>9th July, 2012</td>
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<tr>
<td>Interim meeting 1 (First Proposal)</td>
<td>16th July, 2012</td>
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<tr>
<td>Interim meeting 2 (to assess progress and resolve any issues)</td>
<td>23rd July, 2012</td>
</tr>
<tr>
<td>Final Proposal (including presentation and submission of deliverables)</td>
<td>6th August, 2012</td>
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3.2 The response to the RFP shall detail how the firm will commit to the timetable.
4.0 OBJECTIVES AND TERMS OF REFERENCE

The objectives of the exercise are:

(a) To prepare and design a Recovery facility capable of hosting the following:
   - Secure CBS’ IT DR infrastructure;
   - Secure office space for recovering CBS’ critical business processes;
   - Vault with secure access control;
   - Secure for the other financial institutions’ IT DR infrastructure;
   - Secure office space for other financial institutions’ business processes.

(b) To deliver best practice for the use of DR facility in terms of functionality, considering CBS and other financial institutions’ business size and models.
   1. Hot/Warm/Cold site;

(c) To deliver best practice to physically secure the DR Facility.

5.0 DELIVERABLES

The following deliverables are expected from the firm:

(a) A fit for purpose DR facility design including vault.
(b) A guideline for best practice using the DR Facility during a crisis.
(c) A guideline on how to incorporate the use of mini-bank by financial institutions during a crisis.
(d) A report on how the DR facility will be securely accessed (both physical and logical) including boundary walls and road access.
6.0 EVALUATION CRITERIA

The key criteria, which will be used to evaluate responses to the RFP include:

(a) Companies and individuals independence from CBS;
(b) Experience in designing similar plan for central banks and/or other financial institutions;
(c) Available resources to undertake the exercise;
(d) Perceived commitment of firm to the exercise;
(e) Quality of tender documentation received and perceived understanding by the firm of CBS’ requirements;
(f) Standard terms and condition submitted;
(g) Total cost of the work to be performed as per section 7.1(e).

7.0 RESPONSE TO TENDER

7.1 The response to this RFP must be in English language, structured and presented in the following sequence:

(a) Section I: Cover Letter
The cover letter must be signed by a person or persons authorised to submit the proposal on behalf of the company or individual and must delineate the ability to fulfil the exercise.

(b) Section II: Executive Summary
The Executive Summary should provide an overview of the proposed work, which demonstrates an understanding of objectives of the tasks to be performed and describes the approach that will be taken to achieve these objectives.

(c) Section III: Response to Statement of Work
The Response to Statement of Work should describe the methodologies that will be employed and the approaches that will be
taken to complete the work and include a preliminary work plan which shows the phasing of the work to be accomplished and products to be delivered in accordance with the time frames referenced in this document.

(d) **Section V: Attachments**
This section should contain supporting documentation referenced in any other sections of the proposal. At a minimum, attachments will include:

- the resumes of the personnel proposed for the effort;
- a description of similar work performed for other organizations, samples of work products and a glossary of the specialized terminology that may be used in the proposal would be useful;
- the names of at least three references for whom similar projects have been conducted and who can be contacted by the CBS (company name, address, telephone number and point of contact information are required).

(e) **Section VI: Pricing**
This must state all proposed pricing to complete the work. Pricing information should not appear in any other section of the proposal and must be submitted in a different envelope. The proposal for pricing is to be valid for a period of three (3) months from the deadline of the submission of the proposal.

7.2 Tenderers are requested to include copies of their standard terms and conditions.

### 8.0 TERMS OF CONTRACT

8.1 Advance payment, where applicable, shall not exceed 50% of the total consideration payable under the contract.

8.2 Final payment shall only be made once all the deliverable requirements stipulated in the contract have been satisfied.
8.3 Detailed contracts for formal agreement will be issued following the selection of the preferred supplier.

9.0 RESPONSE INSTRUCTIONS

9.1 Tenderers shall submit the Intent to Bid form as per Annex (i), by **4.00 p.m. Seychelles time on Friday 9th March, 2012** in line with Section 3.1.

9.2 Tenderers shall submit a bid in accordance with Section 7.0 of this RFP and shall be placed in a sealed plain envelope, marked “TENDER FOR DISASTER RECOVERY FACILITY PROJECT”. This envelope should be placed in a cover envelope, addressed to:

The Chairperson
Procurement Committee
Central Bank of Seychelles
P.O. Box 701, Independence Avenue
Victoria
Mahé
Seychelles

The envelope must NOT bear any indication whatsoever of the name of the Tenderer. Besides submitting by post the Tender envelope may be otherwise be deposited at the reception of the CBS. The Tender documents should be available in electronic format either on storage medium (USB drives, CD or DVD) via email if requested solely to the following email address: procurement@cbs.sc.
9.3 Enquiries regarding this RFP and the project may be directed to the point of contact below:

Mr Jude Woodcock  
Chief Information Security Officer  
Technical Services Division  
Central Bank of Seychelles  
P.O. Box 701, Independence Avenue  
Victoria  
Mahé  
Seychelles  
Telephone: +248 4282006 or +248 2511000  
Email: jude.woodcock@cbs.sc

9.4 A letter of acknowledgement of receipt of Tender will be sent to each Tenderer.

9.5 Tender documents, whether mailed or hand-delivered, must reach the CBS no later than **4.00 p.m. Seychelles time on Monday 7th May, 2012** in line with section 3.1.

9.6 Tenders submitted in facsimile form will not be accepted.

9.7 For clarification purposes, questions will be entertained and conference calls will be organised as per the timeframes in section 3.1.

9.8 The full RFP response must be structured as detailed in section 7.0. Chapters should adopt the numbering sequence shown.

9.9 All Tenderers will be informed of the outcome of their bids as per timeline.
9.10 Tenderers’ response to this RFP shall not obligate CBS to reimburse them for any cost that they may incur in preparing their response. CBS’ acceptance of proposals in no way obligates CBS to procure any services offered by Tenderers.
INTENT TO BID FORM

Mail To:
Mr Jude Woodcock
Chief Information Security Officer
Technical Services Division
Central Bank of Seychelles
P. O. Box 701, Independence Avenue
Victoria
Mahé
Seychelles
Email: Jude.Woodcock@cbs.sc

Request for proposal for Disaster Recovery Facility Project

This letter serves as a notification that we will be responding to the stated Tender for the Disaster Recovery Facility Project. The proposal that we shall submit shall be subject to the terms and conditions set forth in the Tender documents. The following information identifies our company and proposal contact:

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<tr>
<th><strong>Company</strong></th>
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<tbody>
<tr>
<td>Name:</td>
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<tr>
<th><strong>Representative</strong></th>
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<tr>
<td>Name:</td>
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<td>Position:</td>
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<td>Telephone Number:</td>
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<td>Email Address:</td>
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______________________________  ______________________________
Authorised Signature
INTRODUCTION

This Information pack is presented as part of the overall RFP for the DR facility Project. It contains information about the Central Bank of Seychelles (CBS) and should be used solely for the purpose of this project.

CBS Structure

The CBS has a total of eight divisions of which four of them mainly Banking Services Division, Financial Services Supervision Division, Research and Statistics Division and Financial Markets Division provide services to the customers both locally and internationally. These services are supported by Administration Division, Human Resources Division, and Technical Services Division. In addition to the seven named Divisions, the Bank has an Internal Audit Division, a Legal Unit, Project Management Unit and a Risk Management Unit. The Bank has already developed its own Business Continuity Management Services (BCMS) and the DR Facility will complete the overall BCMS framework. Refer to annex 2.1(I) for the CBS structure.

More information about the CBS is available on our website at www.cbs.sc.

DR Facility Location

The DR Facility will be located at Bel Eau which is approximately 2-3 km from the CBS main building. The terrain is split at two levels; however it is generally flat, buildable and is accessible from the main road. The DR building will be located on plot 3. Refer to annex 2.2 (II) for a topographical copy of the plot for your reference.

Stakeholders and Services

As part of the DR Facility project, the CBS is also inviting financial institutions to have the option to host their BCMS. These include commercial banks,
insurance companies, bureau de change and others such as the Seychelles Credit Union, Development Bank of Seychelles and Housing Finance Company. CBS is proposing to offer the following services;

- Hosting the IT DR
- Office Space
- Mini-bank facilities
- Conferencing facilities
- Training Room facilities

**Seychelles Challenges**

Seychelles lies outside the Indian Ocean cyclone belt and is not under any particular seismic zones; however as a small island state, the following limitations and challenges in selecting appropriate location to build its DR Facility has been observed:

- CBS cannot opt for a disaster recovery strategy outside the country as the stakeholders that CBS deals with on a daily basis (commercial banks, Government, etc.) are within the country.
- CBS IT DR recovery site cannot be outside the country due to the limitations of connectivity options. The connectivity is through VSAT therefore any area specific disaster affecting CBS may probably affect the service providers as well, as they are located in the same location.
- Option of the DR site on other island presents a major transportation challenges in disasters such as Tsunami or Cyclone.

**Politics and Climate**

Seychelles has a multi-party system since the adoption of the new constitution since 1993 and is politically stable. It has a tropical climate, humid and hot for a major portion of the year; **temperatures in the Seychelles** remain between 24 degrees Celsius and 32 degrees Celsius all around the year. The islands are the hottest between December and April. Tropical rain falls between January (when the rainfall is the highest) and February. Silhouette and Mahe, the islands with the most mountains, get the maximum rainfall.
Rains in the Seychelles descend suddenly in heavy bursts. The driest period is between July and August.

Seychelles has two Trade Winds. The **South East Trade Winds** are prevalent from May to September when it will be drier, breezier, and slightly cooler than during the remainder of the year. The **North West Trade Winds** are prevalent from October to April. This is a much calmer breeze, which results in increased humidity and calmer seas.

Seychelles has thus far not experienced any of the following disasters or crises; Volcanoes, Earthquakes, Tornados, Cyclones, Political unrests, Acts of terrorism, Wars. However in 2004, Seychelles was affected by the Indian Ocean Tsunami.

**Risks**

Seychelles relies heavily on sea and air for most of its supplies. In this context cargo vessels have become vulnerable to attacks of piracy in and around the Indian Ocean.

**ANNEX**

Annex (I) CBS Structure

Annex (II) V9221 Plot