File & Object Storage Infrastructure

RFP Release date:	**As per the sourcing portal**
Response from Bidders	**As per the sourcing portal**

Table of Contents

DEFINITIONS 5

SECTION 1 – REQUEST FOR PROPOSALS 6

1.1 Background 6

1.2 Important Notes to Suppliers 6

1.3 Overview, Aims and Objectives 8

1.4 Format of RFP Response and Other Information for Bidders 8

1.5 Training 26

1.6 Overall Responsibility 26

1.7 Pricing 26

1.8 Delivery 27

1.9 Delayed Delivery and Installation Caused by the Supplier 27

1.10 Warranty 27

1.11 Support Requirements 27

1.12 Bid Effectiveness 28

1.13 Payment Terms 28

1.14 Staffing 28

1.15 Responsibility as an Independent Contractor 28

SECTION 3 – GENERAL CONDITIONS OF CONTRACT 28

3.1. Introduction 28

3.2. Application of General Conditions of Contract 29

3.3. Bid Validity Period 29

3.4. Non-variation of Costs 29

3.5. Delays in the Bidder's Performance 29
3.6. Liquidated damages for delay 30
3.7. Governing Language 30
3.8. Applicable Law 30
3.9. Bidder's Obligations 30
3.10. The Bank's Obligations 30
3.11. Confidentiality 31
3.12. Force Majeure 31
3.13. Payments 31
3.14. Way Forward 31
3.15. Bid Effectiveness 32
3.16. Contract Provision 32
3.17. Buyer's Rights 32
3.18. Responsibility as an independent contractor 32
3.19. Delivery 32
3.20. Risk of Loss 33
ANNEXURES 34
ANNEX 1 – REFERENCES 34
ANNEX 2 – COMPANY BRIEF SUMMARY 35
DECLARATION 37

DEFINITIONS

For purposes of this document, the following definitions shall apply:

The Group	KCB Group Plc
Bid	The Quotation or Response to this RFP submitted by prospective Suppliers for fulfilment of the Contract.
Supplier	The Company awarded the task of supplying all the items described in this document installing and commissioning them.
Contract	Supply, installation, implementation, and commissioning of all the works, equipment and/or services that are described in this document, which will contribute towards meeting the objective of the RFP.
Warranty	Period from the time installation and testing is completed, during which the Contractor undertakes to replace/rectify equipment and/or installation failures at no cost to the Bank.
CIFS	Common Internet File System
EDMS	Electronic Document Management System
NAS	Network-attached storage
NFS	Network File System
OEM	Original Equipment Manufacturer
RPO	Recovery Point Objective
RTO	Recovery Time Objective
S3	Simple Storage Service
SIEM	Security information and event management
SMB	Server Message Block

SECTION 1 – REQUEST FOR PROPOSALS

1.1 Background

KCB Group (hereinafter referred to as "the Group") is a leading Commercial Banking Group in the East African region renowned for its diversity and growth.

The Group's vision is to be the preferred financial solutions provider in Africa with global reach. The Group has 10 subsidiary companies across the East African Region in KCB Kenya, Uganda, Rwanda, Tanzania, Burundi, DRC and South Sudan.

The information in this document and its appendices and attachments is confidential and is subject to the provisions of our non-disclosure agreement and should not be disclosed to any external party without explicit prior written consent of the Group.

This document constitutes the formal **Request for Proposals (RFP) for File & Object Storage Infrastructure** and is being availed on restricted tender basis and is restricted for bids from the invited bidders.

1.2 Important Notes to Suppliers

a) The purpose of this document is to assist KCB Group Plc in the identification and evaluation of potential service providers who may subsequently be shortlisted.
b) **ALL Correspondences relating to this RFP MUST be through the KCB SUPPLIER PORTAL accessible on the www.kcbgroup.com website.**
c) Prospective Service Providers must have experience of offering similar solution to firms listed in the stock exchange/financial institutions comparable to The Bank and complexity and must demonstrate the willingness and commitment to meet the criteria as per the questionnaire provided.
d) To simplify this process, you need to provide copies (through the portal) of all supporting documents requested.
e) You may also be asked to clarify your answers or provide more details. Please answer every question. If the question does not apply to you, please write N/A; if you don't know the answer, please write N/A.
f) Failure to complete this questionnaire and/or provide written answers to any further questions or requests for additional information or requests for clarification will result in the supplier's elimination from further consideration.

g) Please note that by responding to this questionnaire you accept that all answers provided in this questionnaire are legally binding on the supplier and should the need arise, may be used as evidence in any court of law, which has jurisdiction. Further, KCB Bank Kenya Limited reserves the right without further recourse to verify at its own cost the accuracy of any answers provided herein.
h) All expenses and costs incurred by a respondent in connection with this RFP for preparation and lodging for submission (without limitation) shall be the sole responsibility of the respondent.
i) Without limiting its right at law or otherwise KCB Bank Kenya Limited, may at its absolute discretion, suspend or defer this RFP.
j) Where necessary and if insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplements on separate sheets.
k) Canvassing the tender shall lead to automatic disqualification and subsequent elimination of the applicant.

1.2.1 KCB Bank Establishment

This section provides a brief overview of KCB establishment that is relevant to the proposed solution.

The Group has the following establishments:

Kenya

1. KCB Bank Kenya
2. KCB Burundi
3. BPR Bank Rwanda Plc
4. KCB Tanzania
5. KCB Uganda
6. KCB South Sudan
7. KCB Bancassurance Intermediary Ltd.
8. KCB Asset Management
9. KCB Investment Bank
10. KCB Foundation
11. TMB Democratic Republic of Congo

The Head Office for the Group is located at Kencom house Nairobi, Kenya.

Further information about the bank can be obtained from the Group’s website - https://www.kcbgroup.com

The Group hereby solicits proposals from eligible and competent companies for **File & Object Storage Infrastructure Implementation and Support.**

1.3 Overview, Aims and Objectives

Data is critical to KCB Kenya's operations, powering customer transactions, regulatory reporting, and internal collaboration. The current storage architecture combines both block-level storage for core banking applications (physical servers, VMs, OpenShift) and file-level storage for staff and customer documents across branches, head office, and cloud (Microsoft SharePoint) with the following challenges:

i. The current EDMS platform does not have a well-defined storage layer capable of efficiently supporting the simultaneous workload demands of the digital payments, and financial solutions and core banking applications

ii. The existing archive infrastructure is nearing end-of-life and is no longer adequate to meet increasing storage requirements, thereby posing a significant risk to business continuity and data availability.

iii. The bank currently lacks a robust foundational on-premises storage infrastructure to effectively accommodate evolving unstructured data needs.

iv. Accelerating data growth is outpacing current infrastructure capacity, creating an unsustainable gap between demand and available storage resources

v. The presence of 215 distributed windows file servers across branches and head office has resulted in high operational overhead, increased security exposure, and limited scalability, leading to an over oversubscription of Windows licensing.

The Bidder should enclose relevant documentation supporting the above outlined criteria.

1.4 Format of RFP Response and Other Information for Bidders

1.4.1 The overall technical summary information regarding this tender is given in section 2 - Scope of Work and supplier portal. The bidder shall include in their offer, any additional services considered necessary for the successful implementation of their proposal.

Proposals from bidders should be submitted in two distinct parts, namely Technical Proposal and Financial Proposal.

The Technical Proposal should contain all the relevant technical details in response to the bank requirements as outlined in Section 2.

Bids that do not have this information will be disqualified from further evaluation

1.4.2 The Technical Proposal should contain the following:

Bidders, willing to be considered for ***this RFP*** are expected to furnish the Bank with among others the following vital information, which will be treated in strict confidence by the Bank. All these will be filled in the KCB SUPPLIER portal:

- Preliminary Work plan or project plan with a clear breakdown of phases or work streams.
- Demonstrate capability and capacity to meet the functional requirements as per requirements.
- The Supplier shall provide a minimum of three (3) reference sites for the System(s) where they have been implemented successfully.
- Understanding the KCB's File & Object Storage Infrastructure Services requirements.
- Manufacturer Authorization Form, from the proposed solution's Vendor.
- System Implementation & Technical Support Enquiry
- Provide a company profile.
- Approval licenses, by the various bodies for compliance, MUST be included where applicable.
- Audited financial statements of the company submitting the RFP bid for the last two years.
- Any other requirement as specified in the portal

1.4.3 The Financial proposal shall clearly indicate the total cost of File and object storage as per the scope provided. The total cost should be inclusive of all applicable taxes.

No	Item Description	Qty	Unit Cost (USD)	Total cost (USD) inclusive of all applicable duties and taxes.
1	Hardware Costs			
2	Software/Licensing Costs			
3	Implementation, installation, and configuration costs			
4	Migration Costs			

5	Proposed training costs **(Refer to Table 4: Training BoM)**			
6	Annual Support Costs year 2			
7	Annual Support Costs year 3			
	Grand total Cost (USD)			

NB:

1. **Licenses should be paid at system Go live. No licenses will be paid for during implementation phase.**

2. **Annual support costs shall commence on year 2 post go live, as the solution will be under warranty from go live date for a period of 12 months.**

3. **Provide an itemized list of any items not included above by the Bank and related costs that the Supplier deems necessary to provide the information to meet the requirements specified in proposal. Failure to provide said list shall not relieve the Supplier from providing such items as necessary to meet all of the requirements specified in proposal at the Fixed Price Purchase Costs proposed. Ensure to provide your tax assumptions**.

1.4.4 Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission. The Bank will make its best efforts to arrive at a decision within this period.

1.4.5 Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.

1.4.6 The contracting arrangements shall clearly define the responsibilities and the services to be provided by each firm in the case of a joint venture.

1.4.7 The Bank reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

The vendor’s terms and conditions will not form part of any contract with KCB in relation to this tender.

Canvassing is prohibited and will lead to automatic disqualification.

1.4.8 Cost of bidding

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

1.4.9 Clarification of Bidding Document

i. All correspondence related to the contract/proposal shall be made in English.
ii. Should there be any ambiguity, conflict, discrepancy, omission, doubt, uncertainty or other error, the Bidder shall seek clarification in writing **through the portal under messages option within 7days from the RFP release date.**
iii. Any clarification sought by the bidder in respect of the RFP shall be addressed at least **five (5) days** before the deadline for submission of bids, in writing **through the portal under messages option.**
iv. It is the responsibility of the Bidder to obtain any further information required to complete this RFP.
v. Any clarification requests and their associated response will be circulated to all Bidders.
vi. The RFP Clarification Template is as attached in the sourcing portal.

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

1.4.10 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the RFP document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, the Bank may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

1.4.11 Deadline for Submission of Bids

Bids should be addressed to the Head of Procurement via the KCB supplier portal which is accessible through the KCB Group Website located on the below link:

KCB Bank Tenders Bid Form - KCB Bank Kenya Ltd (kcbgroup.com)

Please note

- Soft Copies for each proposal are to be provided in PDF or Adobe Reader.
- Any bid received by the Bank after the deadline data as specified in the supplier portal will be rejected.

1.4.12 Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

1.4.13 Bid Evaluation and Comparison of Bids

Technical proposals will be evaluated and will form the basis for bids comparison. All tender responses will be evaluated in three phases:

a. Preliminary evaluation that will determine administrative compliance.
b. Detailed technical evaluation to determine technical compliance and support responsiveness of the vendor (This will include presentations and reference checks)
c. Financial evaluation to consider pricing competitiveness and the financial capability of the vendors

Once the bids are opened, bid evaluation will commence. If the bank may need to visit client site, vendors will be notified in writing. The bank may also make surprise unannounced visits to the vendors offices to verify any information contained in the bid document. All visits are at the discretion of the bank. Vendors may also be called upon to make brief and short presentations and/or demos on their technical solutions before a panel constituted by the bank.

SECTION 2 – SCOPE OF WORK

2.1 Technical Specification
Data is essential to KCB Bank Kenya's operations, supported by both block and file storage across on-premise and cloud environments.
However, the current storage environment is **fragmented and outdated**, facing key challenges:

- No scalable storage layer for enterprise systems, particularly the EDMS platform supporting digital payments and financial solutions
- Aging archive systems risk data availability
- Lack of modern infrastructure for unstructured data
- Rapid data growth exceeding capacity
- Over 215 windows file servers increasing cost, complexity, and security risks

To achieve this, we require reputable partners to implement a centralized, scalable, and resilient enterprise storage platform that:

- Integrates file (NAS) and object storage
- Supports concurrent enterprise workloads and digital platforms
- Eliminates dependency on distributed infrastructure
- Improves availability, performance, and manageability
- Enables long-term data lifecycle and compliance management

2.2 Solution Architecture Requirements
2.2.1 Unified Storage Platform
The solution shall provide unified storage architecture capable of supporting:

- File storage (SMB/CIFS and NFS protocols)
- Object storage (S3-compatible API)
- Support for Integrated data lifecycle management and archival

The platform must allow **multi-protocol access to the same data** and decouple compute from storage.

2.2.2 Deployment Model
- Dual-site deployment:
    - **Primary Data Centre (Site 1)**
    - **Disaster Recovery Site (Site 2)**
- Support for:
    - Active-active or active-passive configurations
- Future extensibility to hybrid cloud environments

2.2.3 Centralization Strategy
- Consolidation of all branch and head office file storage
- Elimination of standalone branch file servers
- Provision of centralized, secure access to storage services

- Support Zero-touch provisioning

2.3 File Storage (NAS) Technical Specifications

2.3.1 Protocol Support

The solution must support:

SMB / CIFS:

- SMB 3.x protocol
- Integration with Microsoft Active Directory
- NTFS ACL enforcement
- Distributed File System (DFS) support

NFS:

- NFS v3, v4, v4.1 and v4.2
- POSIX-compliant permissions
- Compatibility with Linux/Unix environments

2.3.2 File Services Capabilities

- File locking and concurrent access control
- Snapshot and file versioning capabilities
- Quota management (user, group, departmental)
- Transparent tiering to object storage

2.4 Object Storage Technical Specifications

The solution shall provide:

- Full Native **S3-compatible object storage API**
- Bucket-based architecture with granular access control
- Object versioning
- Policy-driven lifecycle management
- Object immutability (WORM) for compliance and ransomware protection
- Metadata tagging and indexing for search and analytics
- Provide strong read-after-write consistency for all object operations

2.5 Performance and Scalability

- Scale-out architecture supporting **petabyte-scale growth**
- Linear scalability across compute and storage nodes
- High throughput for object workloads
- Low latency for file and transactional workloads
- Ability to support concurrent high-volume workloads across:
  - Core banking systems
  - EDMS
  - Digital applications

2.6 Availability and Resilience

The solution must provide:

- Minimum availability: **≥ 99.999%**

- High Availability (HA) clustering with no single point of failure
- Automated failover and failback capabilities
- Multi-site replication (synchronous and/or asynchronous)
- Snapshot-based recovery and point-in-time restore
- Support File and object replication
- File system rollback
- Compression
- Fast copy

2.7 Data Protection and Security

2.7.1 Always-on Encryption

- Data-at-rest encryption (AES-256 or equivalent)
- Data-in-transit encryption (TLS 1.2 or higher)

2.7.2 Identity and Access Management

- Integration with Active Directory / LDAP
- Role-Based Access Control (RBAC)
- Multi-factor authentication (optional integration)

2.7.3 Data Security Features

- Ransomware protection through immutable snapshots and object lock
- File and object-level audit logging
- Secure multi-tenancy for business units
- Object lock capability

2.8 Backup and Disaster Recovery

- Centralized backup capabilities for:
  - File (NAS) storage
  - Object storage
- Integration with enterprise backup platforms (e.g., Dell PPDM, Commvault, Huawei OceanProtect and Veeam)
- Disaster recovery capabilities:
  - Cross-site replication
  - Automated failover and failback
- Configurable RPO and RTO targets

2.9 Data Lifecycle and Archival

- Policy-based lifecycle management framework
- Automated tiering of data:
  - Hot (file/NAS layer)
  - Warm (object storage)
  - Cold (archive tier)
- Replacement of legacy archive infrastructure
- Long-term retention with compliance enforcement

- Support for low-cost storage tiers for archival

2.10 Branch Office Optimization

The solution must:

- Eliminate reliance on 215 distributed file servers and provide centralized file access to all branches
- Ensure consistent performance and user experience across locations
- Optional support for local caching appliances

2.11 Integration Requirements

The solution must integrate seamlessly with:

- Core banking systems and financial platforms
- EDMS and document management systems
- BPM and digital payment platforms
- Virtualization platforms (VMware, RHV and OpenShift)
- Container platforms (OpenShift/Kubernetes)

2.12 Monitoring and Management

- Centralized management console
- Real-time monitoring of:
    - Capacity utilization
    - Performance metrics
    - System health
- Alerting and reporting capabilities
- API and CLI-based automation
- Integration with enterprise monitoring and SIEM systems

2.13 Migration Requirements

- Migration of data from:
    - Distributed Windows file servers
    - Legacy archive platforms
- Minimal business disruption during migration
- Data integrity validation and reconciliation
- Phased migration strategy with rollback capability

2.14 Operational Requirements

- Simplified administration and automation
- Centralized policy management
- Reduction in operational overhead
- Support for multi-tenancy and departmental segregation

2.15 Compliance Requirements

The solution must support compliance with:

- Kenya Data Protection Act

- Industry regulatory and audit requirements
- ISO 27001 / SOC 2 standards
- Full audit logging and reporting

The scope for the project is as shared below:

Scope of Work

The vendor shall provide a complete solution to design, implement, and support a **centralized enterprise storage platform** integrating **file (NFS and SMB)** and **object storage** to address current limitations and support future growth.

Key Deliverables

- Fully deployed file and object storage platform
- Migrated data environment
- DR and backup configuration
- Documentation and training materials
- Support and SLA framework

(A) Solution Design

- Assess current storage environment (file, archive, branch systems)
- Design a **target-state architecture** with centralized storage
- Provide detailed:
  - Architecture diagrams
  - Capacity planning and growth forecasts
  - High availability and DR design

(B) Supply & Implementation

- Supply required storage hardware/software
- Deploy and configure:
  - File storage (SMB/CIFS, NFS)
  - Object storage (full native S3-compatible)
- Configure storage pools, namespaces, and policies
- Implement high availability and replication

(C) Data Migration

- Migrate data from:
  - 215 remote windows branch file servers, with total of 150 TB of data.
  - 5 Head office windows servers, located in the datacentres in Nairobi. Data shared in *table 2* below.
  - Migrate archived data i.e. data from the windows head office files servers that have been archived via the Commvault software to the Huawei Dorado 5600 v5
- Ensure:
  - Minimal downtime
  - Data integrity and validation

- Zero data loss
- Zero data corruption
- Provide rollback and migration strategy

(D) Integration

- Integrate with:
  - Active Directory / LDAP
  - Core banking, EDMS, and digital platforms
  - Virtualization (VMware/RHV) and OpenShift Virtualization
  - Backup and monitoring tools
  - Security tooling including but not limited to SIEM

(E) Backup & Disaster Recovery

- Integrate with centralized backup solution
- Configure:
  - Snapshot management
  - Replication to DR site
- Enable automated failover and recovery

(F) Testing & Validation

- Conduct:
  - Functional testing
  - Performance validation
  - Failover and DR testing
- Provide test reports and acceptance sign-off

(G) Documentation & Training

- Provide:
  - Architecture and configuration documentation
  - Operational and support procedures
  - As build documents
- Conduct administrator and user training

(H) Vendor SLA Support

i. *Firmware/Software Updates & Patch Management:*
   - Verify compatibility and regularly update firmware and software to maintain system stability and security.

ii. *Performance Tuning & Troubleshooting:*
   - Optimize system performance and resolve issues to ensure efficient operation.

iii. *Proactive Monitoring & Health Checks:*

- Continuously monitor the health of the File & Object Storage Infrastructure to detect and resolve issues proactively.

iv. *IOPS/Latency Optimization for High-Demand Workloads:*

- Enhance IOPS and reduce latency to support high-demand applications and workloads.

v. *Implementation of Proactive Monitoring:*

- Deploy advanced monitoring tools to continuously track system performance and health.

vi. *Monthly Health Reports:*

- Generate detailed monthly reports on performance, capacity, and failure predictions.

vii. *Root Cause Analysis (RCA) for Major Incidents:*

- Conduct RCA to identify and address the underlying causes of major incidents.

viii. *Diagnostics & Troubleshooting:*

- Address issues related to File & Object Storage Infrastructure errors and failure.

ix. *Recommendations.*

- Implement recommendations as advised by File & Object Storage Infrastructure original equipment manufacturer (OEM)

x. *Scheduled File & Object Storage Infrastructure Preventive Maintenance:*

- Perform regular preventive maintenance to ensure longevity and reliability of the File & Object Storage Infrastructure environment.

xi. *Audit Support for Access Logs and Configuration Changes:*

- Provide support for auditing access logs and configuration changes to ensure compliance and security.

xii. *Advanced configurations:*

- Maximize usage of all licensed features of the File & Object Storage Infrastructure, including but not limited to automation of tasks.

Additional Requirements

File & Object Storage Infrastructure implementation

- The partner must be an OEM premier partner - Share OEM authorization letter showing level of partnership.

- The partner must be an enterprise partner with OEM of file storage and object storage. Must share letter of authorization.

- The partner should share at **least two sites** where a similar File storage and object storage has been implemented within the past 5 years (January 2022 - date) – Evidence should include letters of award/recommendation letters on an official company letterhead from clients

- Implementation partner should have at least 2 certified file storage and object storage certification – assigned to the project. Share proof of certification.

- The partner will ensure that a certified project manager is assigned to the project. Project management certification evidence required are Prince2, PMP, Agile. Share Certification of the assigned PM

- Provide the team structure and resources to be allocated to the file storage and object storage project with clear roles and responsibilities.

- Provide a detailed implementation plan including but not limited to.
  - *Detailed run books with timelines and milestones.*
  - *Integration of the deployed File storage and object storage with the organization's backup solution, Dell PPDM and Huawei Ocean Protect*
  - *The solution must support Network data management protocol (NDMP) for NAS backup.*
  - *Detailed Roll back plans for the case of virtual machines migrations that fail.*
- Provide test cases and validation plans that will be used for the project.

- Provide a detailed risk assessment for the project implementation

- Share a project plan for the implementation of the file storage and object storage project
- It is expected that the partner will provide an as-build solution document after the deployment of the solution.

Partner SLA Support – File & Object Storage Infrastructure Support

- The partner should share at least three sites where they have an active File storage and object storage project contract – Evidence should include letters of award/recommendation letters on an official company letterhead from clients

File & Object Storage Infrastructure implementation

- Provide a detailed methodology for support for file storage and object storage infrastructure; this should:
  - *Demonstrate an understanding of file storage and object storage infrastructure*
  - *Clearly outline details of proposed proactive support plans including preventive maintenance schedules*

- Show capability to provide SLA as per proposed support
  This should include:
  - *Confirmation of adherence to proposed SLA*
  - *Clear communication and escalation matrix*
  - *Evidence of support portal for tracking and raising of cases*

Systems Architecture – File & Object Storage Infrastructure Support

- The Proposed storage shall be a unified storage offering NFS v4.1, v4.2, SMB 3.1.1 functionality with no requirement for file servers or gateways.
- The system must provide strong read-after-write consistency for all object operations across all nodes.
- The overall storage should be configured with minimum 16* 25GbE service ports per storage array. Optical modules (SFPs) must be included.
- The proposed storage shall be an all flash NVMe SSD storage configured with at 400 TB usable capacity before deduplication and compression per site.
- The proposed storage should be able to scale out in future to 8PB of usable capacity before deduplication and compression per site.
- Memory assigned per storage node must be a minimum of 512GB
- The storage system will support online software upgrade and rollback without service interruption. The storage controllers must not be restarted during version upgrade and rollback.
- The storage system uses distributed file system architecture, the file system should not belong to any controller, and load balancing is supported among the controllers.
- Quota can be set for directories, users and user groups. Quota includes space soft quota, space hard quota, file quantity soft quota, and file quantity hard quota.
- The solution can provide for a unified global namespace that allows access to all data regardless of physical location, storage tier or protocol
- Replication: The storage system supports synchronous remote replication and online capacity expansion of replication LUNS. The capacity is modified on one end and synchronized to the peer end, without affecting the status of synchronous replication
- The storage system must support the capability to create immutable snapshots

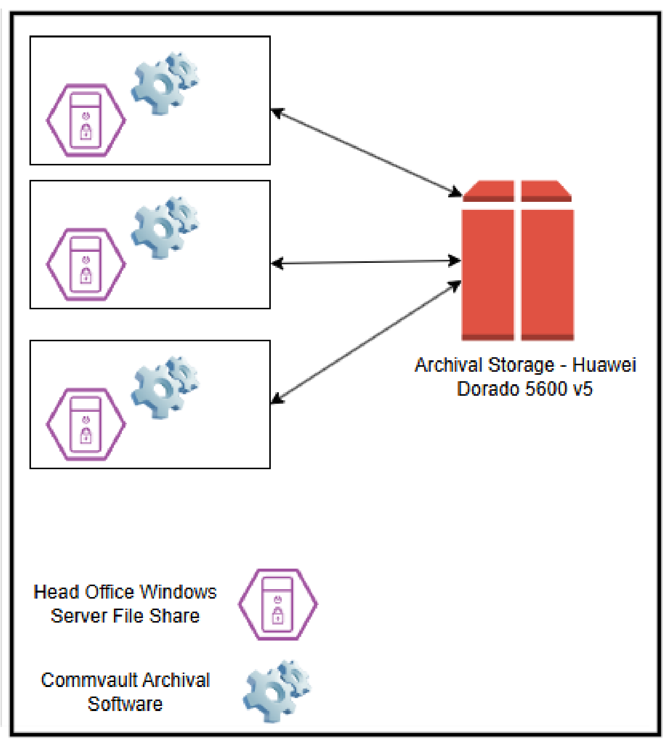
File & Object Storage Infrastructure implementation

- Data encryption: The storage system must support encryption of stored data to prevent sensitive information leakage. Include the required hardware encryption licenses in the proposal. Minimum AES-256
- The solution should include inbuilt logging for audit trails to include file access, Object and file operations, this capability should be extended to the organization's SIEM capability.
- The storage must support backup and recovery tools to support the backup and restore file and object data. The storage must support Dell PPDM and Huawei Ocean protect. The solution must support Network data management protocol (NDMP) for NAS backup.

Table 1 Current Head Office and Branch File Shares

Server	Count	Active Capacity (TB)	Archived Capacity (TB)
Head Office Server	1	40	77
Head Office Server	2	22	20
Head Office Server	3	25	0
Head Office Server	4	15	0
Head Office Server	5	15	0
Branch Servers	215	150	0

Figure 1: Current Head Office File Server Architecture



From Figure 1 above, aged data not accessed for more than two years is currently archived from the head office windows file servers to the archival storage.

Table 2 Proposed Partner SLA

		Description	Response	Resolution
Critical	P1	The loss of ability to provide continued operational availability of the systems	30 mins (remote) 2 hours (onsite)	4 hours
High	P2	Degraded performance below 80% of expected levels or increased risk of data loss	2 hours	8 hours
Medium	P3	Minimal impact on the expected performance of the system with no immediate risk to data loss	4 hours	24 hours
Informational	P4	Queries raised on operation of the supported systems	12 hours	48 hours

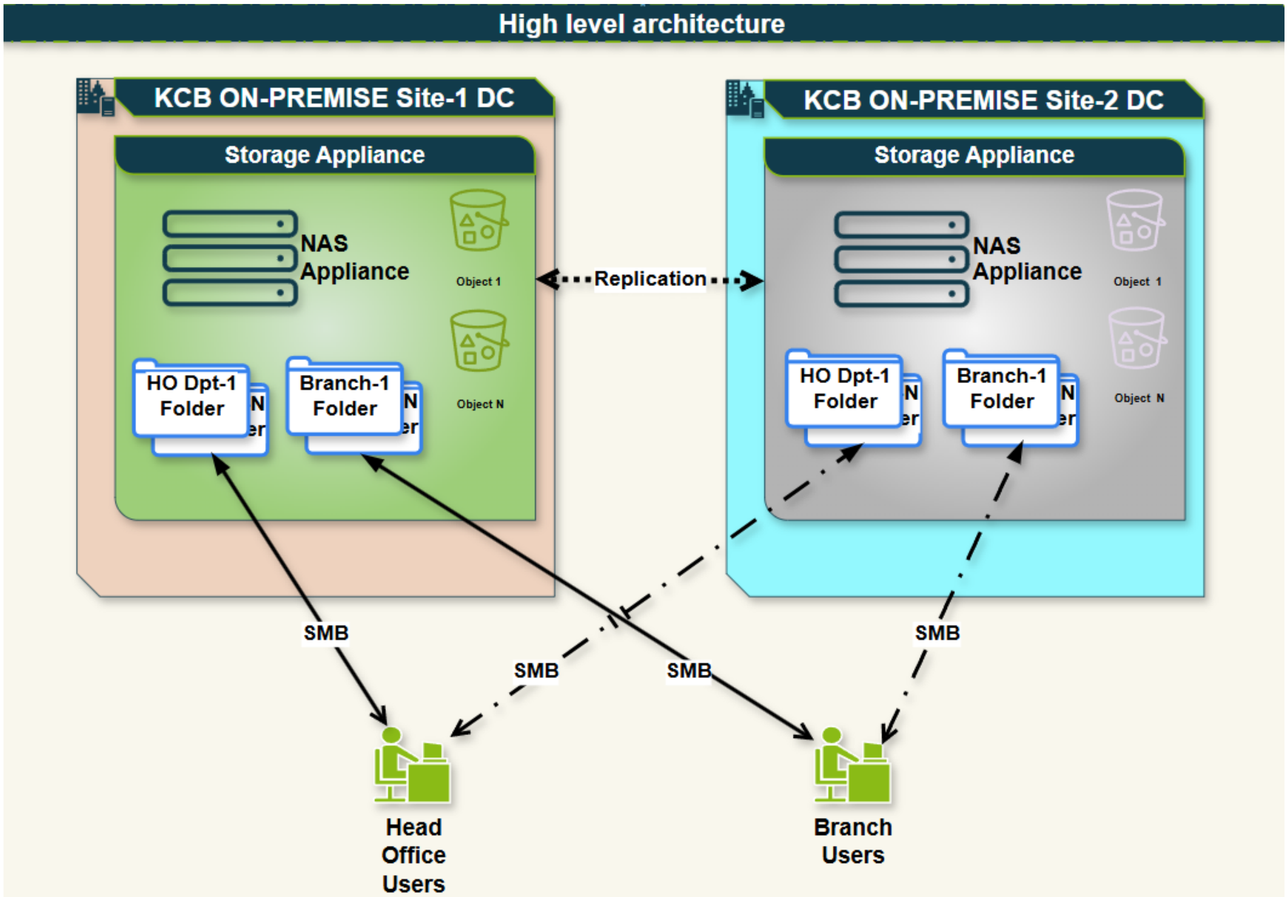
Table 3: File storage and object storage Licensing and Support BOM

Platform	Number	Partner Support Period Quote
Usable capacity per site	400TB	3 Years

Table 4: Training BoM

Training BOM	PAX
OEM Instructor led, Lab based Certified file storage and object storage classroom training. Exam vouchers to be included.	8

Figure 2: High Level Design



2.1.1 Documentation Requirements

All documentation and training materials (both in hardcopy as well as a softcopy in PDF format) must be available to complete the process, business, technical/system, operations, and support acceptance activities.

Supplier's suggestions for documentation and training materials to support the implementation, use and maintenance of the Solution and any supporting technology components that will be provided as part of this project are to be included in the Supplier's proposal.

Documentation must be in English.

1.5 Training

It is expected that formal training will be given to all stakeholders of the solution especially on object storage. However, the solution must be intuitive and help text must be available and presented in a manner that encourages users to try to find information. Training of technical support team will be to such an extent that they will be reasonably able to handle their duties competently. Where appropriate, the supplier will be expected to discuss the technical aspects of the system to enable, for example, creation of ad-hoc reports and integration to other systems

Training will be provided in English language at a convenient mutually agreed location. If additional expenses will be incurred for offsite training, this will be borne by the supplier and must be included in the financial proposal.

1.6 Overall Responsibility

- The Bidder is obliged to work closely with the Bank's staff, act within its own authority, and abide by directives issued by the Bank that are consistent with the terms of the Contract.
- The Bidder will abide by the job safety measures and will indemnify the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors.
- The Bidder shall appoint an experienced counterpart resource to handle this requirement for the duration of the Contract. The Bank may also demand a replacement of the manager if it is not satisfied with the manager's work or for any other reason.
- The Bidder shall take the lead role and be jointly responsible with the Bank for producing a finalized project plan and schedule, including identification of all major milestones and specific resources that the Bank is required to provide.
- The Bidder will not disclose the Bank's information it has access to, during the engagement, to any other third parties without the prior written authorization of the Bank. This clause shall survive the expiry or earlier termination of the contract

1.7 Pricing

Costs (USD or KES inclusive of all applicable taxes where necessary) and Man/Day estimates, where applicable. The costs for foreign firms should be inclusive of withholding taxes.

All quotes must be valid for a minimum of 90 days.

1.8 Delivery

Delivery and performance of the Services shall be made by the successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement.

1.9 Delayed Delivery and Installation Caused by the Supplier

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its' likely duration, and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

1.10 Warranty

The successful bidder shall provide at least **60 months** Warranty for the software and ensure it is free from any sort of defects and shall perform as per expectations. The successful bidder shall provide an option for on-going warranty support beyond the warranty period. Failure to this the supplier will pay damages to the tune of the cost of the solution.

1.11 Support Requirements

The Supplier should provide and sign an Annual Maintenance Contract and provide support for the solution for the first year at no cost.

The Supplier should provide updates, upgrades toll-free technical assistance 24/7/365.

The Supplier should provide a summary of the resources (support personnel and otherwise) devoted specifically to technical issues, involving notification technology, as well as support procedures.

The technical support resource(s) should ideally be physically located / based in Kenya

The Supplier should offer various modes of communication channels for support and be available preferably 24/7/365. The methods of support include:

i. Online chat
ii. Phone and
iii. E-mail

The Supplier support website should offer the following various support specific tools:

i. Video tutorials

ii. Online user manual
iii. Archive data search
iv. FAQs

1.12 Bid Effectiveness

It is a condition of the bank that the vendor guarantees the sufficiency, and effectiveness of the solution proposed to meet the bank requirements as outlined in this document. The Bank will hold the vendor solely responsible for the accuracy and completeness of the solution proposed and information supplied in response to this tender, and were the vendor to be awarded the tender, they would implement the solution without any additional requirements from the bank.

1.13 Payment Terms

The bank will **NOT** make any payments in advance and will pay based on deliverables. The Bank will issue an LPO for all the equipment and/or services ordered. **The LPO will be paid within 45 days after delivery, testing installation and acceptance of the equipment and/or services supplied.**
The bank will not accept partial deliveries, and neither will the bank make partial payments unless agreed by both parties. Payment for equipment and/or services will only be made once the entire ordered equipment and/or services are delivered, installed, and commissioned.

1.14 Staffing

The Supplier will provide the relevant staff and tools to carry out all the required work under this tender. At least two certified experts (2 in general certification and specialized) and a back-up person are required in the technical areas.
A project/account manager is also required to coordinate and account for all the Supplier's activities throughout the contract period.

1.15 Responsibility as an Independent Contractor

The Supplier agrees to take overall responsibility for any services rendered regardless of whether third parties engaged by the Supplier or the Supplier themselves carry them out.

SECTION 3 – GENERAL CONDITIONS OF CONTRACT

3.1. Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the Bank. The resulting contract shall include but not be limited to the general terms of contract as per the draft Master Service Agreement template attached in the sourcing portal.

Award of Contract

Following the opening and evaluation of proposals, the Bank will award the Contract to the successful bidder or multiple bidders whose bids have been determined to be substantially responsive. The Bank will communicate with the selected bidder with its intention to finalize the draft conditions of engagement submitted earlier with his proposals. After agreement has been reached, the successful Bidder shall be invited for review and signing of the Master Service Agreement as per draftMSA template attached in the sourcing portal.

3.2. Application of General Conditions of Contract

These General Conditions as per the draft Master Service Agreement template attached in the sourcing portal shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

3.3. Bid Validity Period

Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission.

3.4. Non-variation of Costs

The prices quoted for the service and subsequently agreed and incorporated into the contract shall be held fixed for the contract period.

3.5. Delays in the Bidder’s Performance

Delivery and performance of the solution shall be made by the successful Bidder in accordance with the time schedule as per Agreement.

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Solution, the Bidder shall promptly notify the Bank in writing of the fact of the delay, it’s likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Except in the case of “force majeure” as provided in Clause 3.14, a delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages pursuant to Clause 3.8.

3.6. Liquidated damages for delay

The contract resulting from this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders in case of delays in performance of the contract.

All services must be delivered and implemented within agreed timelines after the bank issues a purchase order. Any delay in commencement of the execution of the contract will attract a penalty which will be specified in the agreement signed by both parties.

Notwithstanding the provisions detailed in this section above, the bank reserves the right to terminate the award at any time and take corrective measures as necessary to protect the bank's interests, which interest is solely determined by the bank.

3.7. Governing Language

The Contract shall be written in the **English** Language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall also be in English.

3.8. Applicable Law

This agreement arising out of this Request for Proposal shall be governed by and construed in accordance with the laws of Kenya and the parties submit to the exclusive jurisdiction of the Kenyan Courts.

3.9. Bidder's Obligations

The Bidder is obliged to work closely with the Bank's staff, act within its own authority, and abide by directives issued by the Bank that are consistent with the terms of the Contract.

The Bidder will abide by the job safety measures and will indemnify the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors. The Bidder will not disclose the Bank's information it has access to, during the work, to any other third parties without the prior written authorization of the Bank. This clause shall survive the expiry or earlier termination of the contract.

3.10. The Bank's Obligations

In addition to providing Bidder with such information as may be required by the bidder to complete the project, the Bank shall,

a) Provide the Bidder with specific and detailed relevant information concerning the contract.
b) In general, provide all information and access to Bank's personnel:

3.11. Confidentiality

The parties undertake on behalf of themselves and their employees, agents and permitted subcontractors that they will keep confidential and will not use for their own purposes (other than fulfilling their obligations under the contemplated contract) nor without the prior written consent of the other disclose to any third party any information of a confidential nature relating to the other (including, without limitation, any trade secrets, confidential or proprietary technical information, trading and financial details and any other information of commercial value) which may become known to them under or in connection with the contemplated contract. The terms of this Clause shall survive the expiry or earlier termination of the contract.

3.12. Force Majeure

a. Neither Bidder nor Bank shall be liable for failure to meet contractual obligations due to Force Majeure.
b. Force Majeure impediment is taken to mean unforeseen events, which occur after signing the contract with the successful bidder, including but not limited to strikes, blockade, war, mobilization, revolution or riots, natural disaster, acts of God, refusal of license by Authorities or other stipulations or restrictions by authorities, in so far as such an event prevents or delays the contractual party from fulfilling its obligations, without its being able to prevent or remove the impediment at reasonable cost.
c. The party involved in a case of Force Majeure shall immediately take reasonable steps to limit the consequences of such an event.
d. The party who wishes to plead Force Majeure is under obligation to inform in writing to the other party without delay of the event, of the time it began and its probable duration. The moment of cessation of the event shall also be reported in writing.
e. The party who has pleaded a Force Majeure event is under obligation, when requested, to prove its effect on the fulfilling of the contemplated contract.

3.13. Payments

The Bank's standard payment terms is forty-five (45) days from the date of uploading the invoice in the sourcing portal. Please note that **KCB shall only make payments through a KCB Account** and thus you are encouraged to open a KCB account in case you do not have one.

3.14. Way Forward

Once the bids are opened, bid analysis will commence, and vendors may be informed when their bid has been short-listed. Shortlisted vendors will be invited to demonstrate their proposal if need be and to plan for site visits. If the bank may need to visit a client site, vendors will be notified in writing. The bank may also make surprise unannounced visits to the vendors offices to verify any information contained in the bid document. All visits are at the discretion of the bank.

3.15. Bid Effectiveness

It is a condition of the bank that the vendor guarantees the sufficiency and effectiveness of the service model proposed to meet the bank requirements as outlined in this document. The Bank will hold the vendor solely responsible for the accuracy and completeness of information supplied in response to this tender. The bank will hold the vendor responsible for the completeness of the service model proposed and that were the vendor to be awarded the tender, they would implement the service model without any additional requirements from the bank.

3.16. Contract Provision

The bank will not make any payments in advance. The Bank will issue a Purchase Order for all the services ordered. The Purchase Order will be paid within 45 days after as agreed upon aforesaid herein. Any payments for the maintenance services will be subject to a contract to be agreed with the vendor. The bank will not accept partial deliveries, and neither will the bank make partial payments.

3.17. Buyer’s Rights

The Bank reserves the right to reject any or all the tender bids without giving any reasons, and the Bank has no obligation to accept any offer made. The Bank also reserves the right to keep its selection and selection criteria confidential. Bids not strictly adhering to tender document conditions may not be considered by the Bank for whose decision on the matter shall be final. The vendor’s terms and conditions will not form part of any contract with the Bank in relation to this tender. Bids not strictly adhering to RFP conditions may not be considered by KCB whose decision on the matter shall be final.

Canvassing is prohibited and will lead to automatic disqualification.

3.18. Responsibility as an independent contractor

The vendor agrees to take overall responsibility for any services rendered; regardless of whether third parties engaged by the vendor or the vendor himself carry them out

3.19. Delivery

The delivery timelines shall be as specified in the scope of work, bank will not accept any partial deliveries.

3.20. Risk of Loss

The supplier covers all risks of loss and damage to any equipment for the implementation of the solution, until the equipment has been delivered to the premises of KCB. Once the equipment/solution has been installed and tested, the responsibility is transferred to KCB.

ANNEXURES

ANNEX 1 – REFERENCES

References of similar services

Note:
The Firms should submit the references in this format as part of the proposal.

No	Name of Firm/Company	Contract reference and brief description:	Date contract awarded /Period	Date contract Completed / in progress	Customer contact name and phone number	Value of Contract: (KES/USD)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ANNEX 2 – COMPANY BRIEF SUMMARY

Company Name	
Core Business	
Years of experience	
Physical Location of offices	
Key Contact - Include contact details	
Geographical spread	
No. of Staff	
Area of Specialization	
Names of Directors and shareholding structure	
Solution Partner Status if not owner of the solution	
List of at least four reference sites including Sites you have supplied licenses	

ANNEX 3: VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

All vendors interested in conducting business with the bank must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the Bank's Code of Ethical Conduct and conflict of interest policies as are applicable as stated within the certification section below.

Any vendor who does not provide or provides misleading or incorrect information on the disclosure form shall be disqualified from participation. The contract shall be voidable by the Bank if the misleading or incorrect information on the form is discovered by the Bank subsequent to execution of a contract.

If a vendor has a relationship with a bank official or employee, an immediate family member *(spouse, children, parents & siblings)* of a bank official or employee, the vendor shall disclose the information required below.

Certification: I hereby certify that to my knowledge, there is no conflict of interest involving the vendor named below: -

1. No Bank official or employee or Bank employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated Bank official or employee who has been retired or separated from the Bank for less than one (1) year has an ownership interest in vendor's Company.
3. No Bank employee is currently employed or prospectively to be employed by the vendor.
4. Please note any exceptions below: -

Vendor Name	Vendor Phone Number

Conflict of Interest Disclosure*	
Name of Bank employees, ex-employees, elected officials or immediate family members with whom there may be a potential conflict of interest ______________________________	( ) Relationship to employee ______________________________ ( ) Interest in vendor's company ______________________________ ( ) Other ______________________________

*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential
Conflicts of interest and they are detected by the Bank; vendor will be disqualified from doing business with the Bank.

I certify that the information provided is true and correct by my signature below:

______________________________	__________	______________________________
Signature of Vendor Authorized Representative	Date	Printed Name of Vendor Authorized Representative

DECLARATION

Please complete the declaration below and attach this document in it's entirety to your response. Also ensure that you have indicated the areas of interest and that you have answered all questions in the same order and numbering as given in this document.

I/we certify that the information provided in response to this Questionnaire is accurate and complete as at the date set out below.

I/we understand that the provision of false information in response to this Questionnaire could result in the Company being excluded from the list of those who may be invited to tender for a contract with KCB Bank Kenya Limited.

I/we undertake to inform KCB Bank Kenya Limited Ltd promptly following any matter which would alter or add to any of the information given in response to this Questionnaire.

I/we make this declaration for and on behalf of the Company.

Signed: ………………………………………

Name: ………………………………………

Position: ………………………………………

Date: ……………………….

Company stamp