

CONFIDENTIAL

COOP BANK
("COOP BANK")

REQUEST FOR PROPOSAL
("RFP")

‘ESTABLISHMENT OF IN-HOUSE EMAIL INFRASTRUCTURE ‘

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to this COOP BANK Request ONLY.”

It is forbidden to make copies of this document without the express written permission of the REQUESTOR. The content remains the property of COOP BANK. This document, together with all such copies, should be returned to COOP BANK together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to COOP BANK not later than the closing date for the submission of the Proposal.

The address of the Requestor is:

Secretary, Tender Committee
COOP BANK HEAD QUARTER,
P.O. Box 201
Dodoma, Tanzania.

Please escalate your concerns confidentially about any unacceptable practices by any Bank staff involved in this RFP through the following channels:

whistleblowing@cbtbank.co.tz

RFP SCHEDULE – SOURCING PLAN SUMMARY

Sl. No.	Particulars	Details Date (Time)
1	Start date of issuance of RFP document	15/09/2025
2	Deadline for requesting clarifications with regards to the RFP	17/09/2025
3	Last date and time for RFP Submission	19/09/2025 1400 HRS
4	Date and time for opening of the proposals via MS TEAMS/WEBEX	19/09/2025 1600 HRS

EAT: East Africa Time

1. THE REQUEST

1.1 Invitation

You, your company are hereby invited to submit a Proposal for, **“ESTABLISHMENT OF IN-HOUSE EMAIL INFRASTRUCTURE”**. The Bank will use this Proposal as a basis for a decision regarding the **“ESTABLISHMENT OF IN-HOUSE EMAIL INFRASTRUCTURE.”**

Accepted	Not Accepted

1.2 Schedule for decision-making

The closing time and date for written Proposals submission is on **TBA** by which your Proposal must be sent to tenders@cbtbank.co.tz with the subject ‘ESTABLISHMENT OF IN-HOUSE EMAIL INFRASTRUCTURE. COOP BANK shall be entitled to reject any Proposal received after the due date and time. All proposals shall be sent in PDF Format Only with encryption. The encryption password shall be shared by each vendor during an online opening session via **online meeting platform (Webex/Teams)**. The meeting link will be shared with each participant in advance before the deadline for submission. (Extreme Complex Passwords are not encouraged).

Accepted	Not Accepted

1.3 Disclosure of reasons

COOP BANK reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Request for Proposal.

Accepted	Not Accepted

1.4 Completeness of Proposal

You are specifically required, in your Proposal, to respond in writing to each of the points of Section 1& 2 of this Request for Proposal, in this sequence and with retention of this numbering system. Your responses could consist of, "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.

You are also required, in your Proposal, to respond in writing to each of the points of Section 3 and 4 of this Request for Proposal, in this sequence and with retention of the numbering system.

Accepted	Not Accepted

1.5 Language

You are requested to submit your Proposal in English.

Accepted	Not Accepted

1.6 Number of copies

You are requested to submit one complete Proposal, together with all supporting documentation.

Accepted	Not Accepted

1.7 Format of Proposal

You are requested to submit your Proposal in PDF format. The proposal not limited to however should provide the following:

- i. Technical Proposal covering functional and Non-Functional requirements articulated in Section 2 of this RFP
- ii. Financial Proposal for the provision of the referred service as described in Section 3 of this RFP

Accepted	Not Accepted

1.8 Misrepresentation

COOP Bank, the decision-making process, will to a large extent be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, COOP Bank. reserves the right to terminate negotiations with you.

Accepted	Not Accepted

1.9 Access to COOP BANK

You may require access to persons, departments, or building of COOP Bank. in order to acquire further information for the preparation of your response to this Request for Proposal. You are requested to arrange such appointments through the office of the Secretary of the Tender Committee.

Accepted	Not Accepted

1.10 Completeness of Proposal

You are expected to provide to COOP Bank. an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, and then the onus rests upon you to obtain clarification from the Requestor.

COOP Bank will require that any omissions by you or mistakes on your part in this regard be rectified within a time scale agreed to by COOP Bank.

You are expected to make an unequivocal statement to this effect in your Proposal, since COOP Bank will require that such an undertaking be included in any contractual agreement, which may result from the selection process.

Accepted	Not Accepted

1.11 RFP Official Contact

Upon release of this RFP, all supplier communications concerning this Proposal request should be directed to the RFP Requestor. Unauthorized contact regarding this RFP with other COOP Bank employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to COOP Bank. You are to rely only on written statements issued by the RFP Requestor.

Accepted	Not Accepted

1.12 Influencing

It is specifically brought to your attention that any attempts at influencing COOP Bank decision-making process outside of the Management Tender Committee responsible may lead to disqualification.

Accepted	Not Accepted

1.13 Costs and Selection

All costs incurred by you in preparing the Proposal and providing any additional information to COOP Bank ., shall be borne by you. The issuance of this RFP does not obligate COOP Bank. to accept any of the resulting Proposals. COOP Bank makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the suppliers.

Accepted	Not Accepted

1.14 Contracts

If you are successful and selected, you will be required to sign the contract, which will be under COOP bank standard template, and no other template will be allowed only the contract document that will be provided by COOP BANK. The standard general term of the contract is attached with the RFP in which you will be required to familiarize yourself with the document to make execution of the contract to be quick.

Accepted	Not Accepted

1.15 Tax Compliance

Please note the price proposal that you will provide on this RFP will be complying to the requirements of the Tax laws of the United Republic of Tanzania that will include but not limited to Withholding Tax and VAT.

Accepted	Not Accepted

1.16 RFP Responses

COOP Bank is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a proposal contains conflicting information, COOP Bank at its option may either request clarification or may consider the information unresponsive.

Accepted	Not Accepted

1.17 Contract Award

COOP Bank reserves the right to appoint more than one Supplier for all services. In the event that this contract is split the pricing offered in your proposal will expect to be maintained. Should there be pricing differences in line with business awarded; this must be clearly stated in your proposal.

Accepted	Not Accepted

1.18 Queries should necessarily be required, please submit in the following format:

Sr. No.	RFP Reference(s)(Section &Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

- a. Bank shall not be responsible for ensuring that the bidders' queries have been received by us. Any requests for clarifications after the indicated date and time may not be entertained by the Bank.

1.19 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Bank will provide timely response to all queries. However, Bank makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Bank undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be e-mailed to tenders@cibtbank.co.tz
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

1.20 Tender Opening

The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafide for attending the opening of the proposal (Not applicable for this RFP, the session will be online).

1.21 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 120 days from the date of submission of Tender.

Accepted	Not Accepted

1.22 Authentication of Bids

A Letter of Authorization in the name of the signatory of the Proposal should accompany a Proposal.

Accepted	Not Accepted

1.23 Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviations are provided, the bidder would not be allowed to withdraw the deviation submitted.

The Proposal Evaluation Committee would evaluate and classify them as “material deviation” or “non-material deviation “. In case of any material deviations, the Committee would be entitled to reject the bid.

1.24 Evaluation process and guiding principles

1.24.1. Evaluation process

COOP Bank will employ the below multi-stage process to evaluate RFP responses received from Bidders / Bidding Consortiums.

COOP Bank reserves the right to select none/ any of the proposed solutions.

Preliminary Examination of Bids:

- COOP Bank will examine the technical Bids to determine whether they are complete and are generally in order.
- COOP Bank will also determine if the Bidder’s bid contains departures from the requirements of the Bidding Documents (e.g., inadequacy of the qualifications, documentary evidence, responsiveness of the technical proposal, etc.) In this case, COOP BANK may, at its sole discretion, exclude the bid from further consideration.

Desktop Evaluation

COOP Bank will carry out a detailed evaluation of each technical Bid that was not rejected during preliminary examination, in order to determine whether the technical aspects of the bid are responsive to the requirements set forth in the Bidding Documents. In order to reach such a determination, COOP Bank will examine the information supplied by the Bidders. The technical bid evaluation shall take into account the following factors:

- overall completeness and compliance with the Technical Requirements; the technical merits of the solutions offered, and deviations from the Technical Requirements;
- suitability of the System offered in relation to the conditions prevailing at the site; and the suitability of the implementation and other services proposed, as described in the Preliminary Project Plan and responses to non-functional requirements included in the bid;
- achievement of specified technical specifications and functional by the System;
- type, quantity, quality, and long-term availability of maintenance services and of any critical consumable items necessary for the operation of the System as specified by the non-functional requirements;
- any other relevant technical factors that COOP Bank deems necessary or prudent to take into consideration

As part of the technical bid evaluation, COOP Bank shall ascertain to its satisfaction that, on the basis of the documentary evidence submitted, the Bidder remains qualified to satisfactorily perform the Contract. This determination will take into account the Bidder’s financial, technical, and production capabilities, and past performance. It will be based upon an examination of the documentary evidence of the Bidder’s qualifications submitted, as well as such other information as COOP Bank deems necessary and appropriate.

Product Demonstration (if Applicable):

COOP Bank will invite the bidders who meet COOP Bank qualification criteria following the Desktop evaluation to perform live product demonstrations and tests of the Bidder’s proposed System. This will be carried out to determine that the performance or functionality of the System offered meets those stated in the Technical Requirements. COOP Bank will prepare use cases and share with the bidders who will be invited to perform the live demonstrations and tests. The use cases shall be based on the technical and

functional requirements. COOP BANK will evaluate the demonstration to determine whether it meets the evaluation criteria. Time limits for these presentations will be established at the sole discretion of COOP Bank prior to the presentations. Bidders who do not meet COOP BANK qualification criteria will be excluded from further evaluations.

COOP Bank will not be responsible for any staff travel and subsistence costs of the bidder's team and any and all costs of the Bidder in preparing, conducting and dismantling the tests and demonstrations. COOP BANK will provide the dates and Venues for bidder's demonstrations.

Following the live demonstrations evaluation, only successful bidders shall be required to facilitate reference validations at the site provided by the bidder.

Site reference checks

Bidders will be requested to facilitate site reference checks for COOP Bank. The reference checks will involve an assessment of the implementation services and the support provided by the bidder at the reference sites.

The final technical bid score shall be a combination of the desktop evaluation score, live demonstrations score and reference validation score. The Financial Bid shall be considered only to those Bidders whose desktop evaluations, demonstration and site reference check evaluations meet COOP BANK's Qualification Criteria.

1.24.2 Evaluation guiding principles.

- a. The evaluation Committee constituted by the Bank shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence may lead to rejection of bid.
- b. Decision of the evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- c. The evaluation Committee may request from the Secretary of the Management Tender Committee for meetings/presentations with the Bidders to seek clarifications on their proposals
- d. The evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

1.25 Performance Bank Guarantee (if Applicable)

Bank will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the notification of award, Performance Guarantee shall be kept valid till completion of the Project. Performance Guarantee shall contain a claim period of three months from the last date of validity. Selected bidder shall be responsible for extending the validity date and claim period of Performance Guarantee as and when it is due on account of non-completion of the Project and Warranty period. In case, the selected bidder fails to submit Performance Guarantee within the time stipulated, Bank at its discretion may cancel the order placed on the selected bidder without giving any notice.

Accepted	Not Accepted

1.26 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event, Bank may award the contract to the next best value bidder or call for new proposals from the interested bidders.

Accepted	Not Accepted

1.27 Business Continuity Management (BCM) requirements

If you are successful, you will execute services and support contract hence you must have a Business Continuity plan, policy or procedure in place to be in line with COOP BANK's BCM requirements. This will also form part of evaluation criteria for awarding Vendor. Attached find the BCM requirement questionnaire that you must fill, sign and stamp and submit together with this RFP.

Accepted	Not Accepted	Not Applicable



BCM
requirements.xlsx

1.27 Vendor Due Diligence (DD) requirements

For compliance, Vendor shall submit all documents for due diligence as per attached pack of Due Diligence Forms. Vendor(s) who will not submit these forms full filled and stamped will be disqualified. Supplier indemnity form shall be signed and stamp by the Vendor's Bank.

Accepted	Not Accepted	Not Applicable



DD.zip

2. STATEMENT OF REQUIREMENT

2.1 Purpose and Objectives

Implement the Board's directive to transition from the current externally-hosted email service to a **secure, scalable, high-availability in-house Microsoft-based email platform**.

Objectives:

- Enhance **data security & privacy**.
- Ensure **full regulatory compliance**.
- Improve **operational efficiency**.

Specifications and Requirements:

Scope of Work

Active Directory domain: Establish coopbank.co.tz with Production and DR environments.

PKI: Deploy Active Directory Certificate Services (AD CS) with LDAPS for secure authentication.

Email platform: Install Microsoft Exchange Server 2019 in a high-availability configuration.

Microsoft 365 tenant: Set up a new Office 365 (M365) tenant and migrate accounts from legacy.

Hybrid Exchange: Implement a hybrid configuration for seamless integration and minimal disruption.

Licensing: Procure Windows Server, Exchange Server, and Office 365 licenses per BRD.

3.Deliverables & Expectations

Procurement: Initiate vendor selection in line with approved procurement procedures.

Compliance to BRD: Meet all technical, security, and compliance requirements in the BRD.

- Handover package:
 - Detailed technical documentation (HLD/LLD, runbooks, topology/ports).
 - Staff training for ICT and relevant end-users.
 - Postimplementation support as specified.

4) Non-Functional Requirements (Targets)

- Availability: ≥99.9% monthly.
- Performance: Client logon <3s (LAN), internal submit-to-deliver P95 <30s.
- RTO/RPO: RTO ≤2 hours; RPO ≤15 minutes (DB replication/HA).
- Security: TLS 1.2/1.3; SPF/DKIM/DMARC; S/MIME support; RBAC and full audit.

5) Architecture Summary

- Primary DC: Client Access/Proxy, Mailbox role(s), Secure Email Gateway (SEG), Load Balancers, Reverse Proxy/WAF.
- Secondary DC (DR): Passive/active mailbox replicas; warm SEG.
- Identity & Access: AD DS/GC, AD CS (LDAPS), MFA/IdP; conditional access via MDM.
- Networking & DNS: Split-brain DNS for coopbank.co.tz; public MX/A/TXT; authenticated SMTP relay for apps.

6) Migration & Cutover

- Discovery/inventory (mailboxes, sizes, shared resources, permissions).
- Co-existence with Hybrid Exchange; staged moves; pilot groups.
- Blackout windows and rollback plan; hypercare post-cutover.

DISCLAIMER:

This statement of requirement should be read together and in line with generators' functional features. The statement detailed customized business requirements for the supply and installation of generators required and related standard functional areas to best suit market and regulatory environments of the Bank. This doesn't exclude/omit in any how other standard features not covered by this statement.

2.2 Sizing

The size, design, procure, commission, and maintain the solution and related to software. All the cost should be borne by the bidder and should be mentioned in the commercial bid.

3. COMMERCIAL REQUIREMENT

3.1. Capability

- 3.1.1. Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, type, scale and / or complexity before.
- 3.1.2. If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?
- 3.1.3. Provide at least three most recent references from current clients who have similar arrangements relating to implementation of similar system.

Client name:	Nature of engagement:
Client address:	Role of firm: <Bidder, member of joint venture/ consortium/ association> <State name of associated firms (if any) in the joint venture/ consortium/ association>

- 3.1.4. What do you believe are your firm's strengths? What do you believe are the challenges you face?
- 3.1.5. Please describe the 3 most recent customer complaints and how you resolved them.
- 3.1.6. Briefly describe your interest in this contract and what factors makes you the best vendor in your opinion (include here any information or material you want COOP BANK to take into consideration while evaluating your ability to perform this contract).
- 3.1.7. Explain on whether the use of other parties or subcontractors by the third party would be recommended in your proposal.
- 3.1.8. Explain the Scope of your internal controls, systems and data security, privacy protections and audit coverage.
- 3.1.9. Give details on Knowledge of relevant consumer protection controls that are applicable in your procedures.

3.2. Service Provisioning and Management

- 3.2.1. Please describe your proposed account management structure for the COOP BANK Contract.
- 3.2.2. Please describe your proposed staffing plans in respect of the COOP BANK Contract.

3.3. Quality Process

- 3.3.1. Please provide details of any quality assurance certification that your company holds e.g. ISO 9000 or equivalent standard. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.
- 3.3.2. Please describe your solution delivery and project management methodology/framework including the recommended project organizational structure and governance framework

3.4. Supplier Organization

- 3.4.1. Provide a complete description of all third parties / consortia members to this tender, i.e. foreign supplier, local suppliers and or agencies involved in this bid.
- 3.4.2. Clarify how third parties' / consortia members will be organized and managed.
- 3.4.3. Identify which part of the product / service each third party / consortia member will deliver (if any):

Names of third party / consortia members (if any)	Total % Purchases	Local / foreign purchases

- 3.4.4. Who will have overall responsibility for delivery e.g. single contractor, joint venture?
- 3.4.5. Describe how you will manage third parties / consortia members in the supply chain.
- 3.4.6. How will you manage your supplier's performance?
- 3.4.7. Please indicate whether third parties' / consortia members have worked together before and give details.
- 3.4.8. Describe your business resumption strategy and contingency development plans.

4. SUPPLIER SPECIFIC INFORMATION

4.1. Vendor Background

Unless instructed otherwise, when answering questions in this Section, please give details which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

- 4.1.1. Please describe the vendor's background, including how long it has been in business.

Date of Incorporation	
Country of Registration	
Registration Number	
Vat Registration Number	

- 4.1.2. Are there any current directors serving on boards of other organizations?

Names of Directors	Name of organization

- 4.1.3. Please supply a detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding.
- 4.1.4. **Pricing**—Please submit your competitive pricing in a sealed separate envelope (Not applicable in this proposal).

4.2. Annual Reports and Financial Data

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

- 4.2.1. Characterize your company's financial performance for the last three years.
- 4.2.2. Furnish balance sheets/financial statements for the last three years.
- 4.2.3. Include your company's annual report to shareholders for the last two years with your RFP Response.
- 4.2.4. Specify whether there is any pending or threatened claims that could affect your financial standing. Provide details of attorney's and legal advisors as well as confirmation
- 4.2.5. Letters from such attorneys with regard to the existence or non-existence of any pending litigation.

4.3. Declaration of Interest

- 4.3.1. Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organization been employed by COOP BANK Bank? If YES, please give details.
- 4.3.2. Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager or any person connected with this RFP, have any relationship (family, friend, other) with a person employed in the department concerned with the administration of this RFP and/or any person who may be involved with the evaluation or adjudication of this RFP? If YES, please give details.