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## TERMS OF REFERENCE FOR PROCUREMENT OF SERVER FOR CORE BANKING SYSTEM (CBS)

**Organization:** INKUNGA FINANCE Plc  
**Date of issue:** 10/11/2025

### 1. Background

INKUNGA FINANCE Plc is in the process of upgrading its **Core Banking System (CBS)** to improve operational efficiency, enhance service delivery, and strengthen data security and management across all branches. To ensure optimal performance and reliability of the new CBS, the institution seeks to procure a high-performance, enterprise-grade server to host the system and its associated databases.

### 2. Objective

The objective of this procurement is to acquire a reliable and scalable **server infrastructure** that will serve as the primary host for the CBS and related applications, ensuring consistent uptime, data integrity, and system performance.

### 3. Scope of Work

The selected vendor will be responsible for:

- Supplying a new, genuine, and factory-sealed **HPE ProLiant DL380 Gen10 Server**.
- Delivering the server at Head Office location of INKUNGA FINANCE Plc (Karongi, Rubengera).
- Performing basic testing and verification to ensure successful deployment.
- Assistance in server Configuration and Alma Linux OS installation
- Providing user manuals, warranty documentation, and technical support details.
- Conducting initial system health checks and providing handover documentation.

### 4. Technical Specifications

Component	Specification
Brand / Model	HPE ProLiant DL380 Gen10
Processor (CPU)	Intel® Xeon® Silver 4214R @ 2.40 GHz, 12 cores × 2 threads (Total 24 CPUs), x86_64 architecture, Virtualization Supported (VT-x)

Component	Specification
Memory (RAM)	128 GB DDR4 ECC (Expandable)
Storage	Minimum total capacity 2.2 TB (Enterprise-grade SSD/SAS drives)
RAID Configuration	RAID 10
Network Interface	Dual Gigabit Ethernet (10GbE optional)
Power Supply	Redundant Hot-Plug Power Supply (800W or higher)
Operating System Compatibility	Windows Server 2022 / Linux Ubuntu Server 22.04 (or CBS-recommended OS)
Virtualization Support	VMware / Hyper-V / KVM compatible
Remote Management	HPE Integrated Lights-Out (iLO) Advanced Support
Form Factor	Rack Mountable (2U)
Accessories	All required cables, rails, and mounting kits
Warranty & Support	Minimum 1 Year Manufacturer Warranty, On-site Support

## 5. Deliverables

- One (1) fully functional **HPE ProLiant DL380 Gen10** server installed and configured.
- System performance verification report.
- Warranty and support documentation.
- Training or basic orientation for IT staff.
- Delivery and installation completion report.

## 6. Vendor Qualifications

Vendors must:

- Demonstrate experience in supplying and configuring enterprise-grade servers.
- Provide at least **two (2) references** of similar work done in the financial or microfinance sector.
- Being Registered by RDB and VAT registered
- Not Blacklisted by RRA or RPPA

## 7. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with technical specifications.
- Price competitiveness.
- Delivery and installation timeline.
- Warranty and after-sales support.
- Experience and references.

## 8. Delivery Timeline

The delivery, installation, and configuration of the server should be completed within **7 calendar days** from the date of contract signing.

## 9. Warranty and Support

- Minimum **1-year** comprehensive warranty.
- **On-site support** for hardware failures.
- Option for extended warranty and maintenance support beyond initial period.

## 10. Reservation of Rights

INKUNGA FINANCE Plc reserves the right to accept or reject any or all proposals, in whole or in part, without assigning any reason thereof. The institution is not bound to select the lowest-priced bid and may cancel the procurement process at any stage without incurring any liability.

## 11. Confidentiality

The vendor shall maintain strict confidentiality regarding all data and information related to the CBS and the institution's infrastructure.

## 12. Bid Submission Process and opening session

The Financial and Technical Offers shall be submitted in a single file via email: [procurement@inkungafinance.com](mailto:procurement@inkungafinance.com) or **hard copies** at INKUNGA FINANCE Plc Head Office at Rubengera/Karongi not Later Than Monday on **17<sup>th</sup> November, 2025** at **09h:00AM**. The Opening is Scheduled on **17<sup>th</sup> November, 2025** at **10:00AM**.

Done at Karongi on 10/11/2025

**MUHAWENIMANA Abed Cherif**  
Managing Director

