**REGIONAL PROJECT TO FINANCE AFFORDABLE HOUSING**

**IN WAEMU (PFLA-WAEMU)**

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Financing by World Bank-IDA Grant N°: IDA-D2360

NOTICE OF EXPRESSION OF INTEREST (EOI)

**(CONSULTANCY SERVICES – SELECTION OF FIRMS)**

**OUTSOURCING OF BACKUPS AND DEVELOPMENT OF AN IT AND TELECOM BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN**

**(PCIT/PRA) FOR CRRH-UEMOA**

**AMI N°05/2023/CRRH-UEMOA**

1. The WAEMU Regional Mortgage Refinancing Company (CRRH-UEMOA) is a banking financial institution created on July 16, 2010, in Cotonou with the support of WAEMU institutions. Its mandate is to provide funds to banks and Decentralized Financial Services (DFS) to refinance housing loans granted to their clients, under the terms and conditions set out in its Articles of Association.
2. CRRH-UEMOA obtained funding in October 2017 from the International Development Association (IDA) under the World Bank/WAEMU Regional Project for Affordable Housing Financing in WAEMU (PFLA-UEMOA) and intends to use part of this funding to make authorized payments under a services contract with a consulting firm to provide private cloud services for the outsourcing of backups and the development of an IT and telecom business continuity and disaster recovery plan (PCIT/PRA) for CRRH-UEMOA).
3. The consulting firm’s services (which are not exhaustive) will include the provision of private cloud services to:

* Provide private cloud services to backup CRRH-UEMOA’s computer information;
* Guarantee the recovery of the firm’s infrastructure in the event of a severe disaster or interruption of IT operations at the CRRH-UEMOA headquarters;
* Periodically (twice a year) carry out service continuity tests (on-site or remotely) to ensure the validity of previous backups.

The bidder will ensure all necessary configurations for data replication in the private cloud and the development of a disaster recovery plan according to the applications and servers used at CRRH-UEMOA.

It shall be the responsibility of the consultant to identify the equipment/infrastructure it will need for the proper execution of the service.

The consultant will propose efficient technical solutions for future expansion of new servers or network equipment installations, ensuring consistent system maintenance throughout the warranty period and undertaking to maintain uninterrupted services to CRRH-UEMOA in the event of a disaster.

The expected duration of the service is 90 days, while 45 days will be required for key personnel to attend scoping meetings, implement safeguards, and train staff.

The detailed Terms of Reference (TORs) for the consulting services can be obtained from the following email address:

68 Avenue de la Libération, Immeuble BOAD, BP 1172 Lomé (TOGO)

Téléphone : (00 228) 22 23 27 22, Fax : (00 228) 22 23 27 42

Email: [**consultant-it@CRRHUEMOA.ORG**](mailto:consultant-it@CRRHUEMOA.ORG)

1. Management of CRRH-UEMOA invites eligible consulting firms to express their interest in providing the services described above.

Interested firms must provide information demonstrating the requisite qualifications and relevant experience to provide the required services.

The EOI must be submitted in French.

1. Shortlisting will be based on the following criteria:

The consultant (preferably a firm) must be a private cloud design and deployment firm whose primary datacenter is based in the WAEMU zone and meet the following minimum requirements:

1. At least three (3) years proven experience in developing procedure manuals;
2. Proven experience and knowledge of the banking environment;
3. Proven experience in developing business continuity manuals;
4. Proven high qualifications (at least BAC +5) in organizational management, business administration, law, management, or any other equivalent degree (produce CVs of personnel assigned to the mission);
5. Good experience in similar contracts with financial institutions operating in ECOWAS countries would be an asset;
6. Proven skills (training and application) in ISO 22301 (or a similar current standard) and the ability to diagnose information systems would be an asset.

Additionally, the consulting firm must:

* Have a data center that meets multi-level security standards and is based in the WAEMU zone;
* Have experience in banking, insurance, or similar services (attach copies of proof: certificates of successful completion of similar projects carried out in the last five years);
* Previous experience of similar projects (provide copies of certificates of successful completion).
* Have a backup site (the company must have a backup site outside the WAEMU zone for its data center).

The consulting firm must also present staff with at least the following levels of experience experts with supporting evidence of such experience:

* (1) Cyber security expert (BAC+5) with 10 years' experience;
* (1) Project Management Expert (BAC+5) with 10 years' experience in project management;
* (01) DRP (Disaster Recovery Plan) expert with at least a bachelor’s degree and at least ten years of experience in implementing business continuity plans

1. Bidders should note that the provisions of Section III, paragraphs 3.14, 3.16, and 3.17 of the World Bank’s Procurement Regulations for Investment Project Financing (IPF) of July 2016 revised in November 2017 (“Procurement Regulations”), describing the World Bank’s policies on conflict of interest, apply to this procurement.

Selection will be based on the Consultant’s Qualification (SQC) method described in the World Bank’s Procurement Rules.

1. Interested firms may obtain further information at the address below and at the following times: Monday to Friday from 9:00 to 12:00 and from 15:00 to 17:00 (local time).
2. Expressions of interest (EOIs), written in French, and bearing the words "**Manifestation d'intérêt pour l'externalisation des sauvegardes et élaboration d'un plan de continuité et de reprise d'activités informatiques et télécom (PCIT/PRA) de la CRRH-UEMOA"** must be submitted in a sealed envelope or sent via email, **latest by 15 :00 GMT on 05/09/2023** to the following address:

**CAISSE REGIONALE DE REFINANCECEMENT HYPOTHECAIRE DE L’UEMOA (CRRH-UEMOA)**

**68 Avenue de la Libération, Immeuble BOAD, BP 1172 Lomé (TOGO)**

**Telephone: (00 228) 22 23 27 22**

Email: **[consultant-it@CRRHUEMOA.ORG](mailto:consultant-it@CRRHUEMOA.ORG)**

Lome, 23/08/2023

**Mrs Yedau OGOUNDELE**

**Managing Director**