

EXECUTIVE ADJUDICATION
GROUP SUPPLY CHAIN

FORMAL ENQUIRY FOR CLOUD – BASED BACKUP AND DISASTER RECOVERY SOLUTION
30TH SEPTEMBER 2025

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1. Background

Cloud-based backup and disaster recovery solution.

Trinity is seeking proposals from qualified vendors to provide a cloud-based backup and disaster recovery solution to enhance data security, ensure business continuity and provide a robust fail over mechanism in case of system failures. Backup & Disaster Recovery Setup for the following critical systems:

- Sage ERP (Finance & Operations) 4Flow (Supply Chain Management), Synology DS220+ Shared Drive (File Storage) and Future enterprise systems
- Deployment of a secure, scalable cloud storage system.
- Implementation of AES-256 encryption, immutable backups, and multi-factor authentication (MFA).
- Establishment of failover and disaster recovery mechanisms.
- Training IT staff on backup management & recovery protocols.
- Continuous monitoring, reporting, and disaster recovery testing.

2. Formal Expression of Interest.

- 2.1 The formal Expression of Interest was published to the public through Job in Rwanda Website. The advert ran for a period of 10 days from 5th March to 14th March 2025.
- 2.2 Eight Suppliers responded to the Expression of Interest received, AFRIMELL LTD, BIRGER, HIMAX SERVICES LTD, INUMA TECHNOLOGY LTD, MAICO, MFI DOCUMENTS SOLUTIONS LTD, SYBYL LTD and VUBA TECHNOLOGIES LTD.
- 2.3 Five of the responders (BIRGER, INUMA TECHNOLOGY LTD, MAICO, MFI DOCUMENTS SOLUTIONS LTD and SYBYL LTD) provided required documents and were selected in the Expression of Interest adjudication approved. Annexure 1



3. Formal Enquiry

- 3.1 Formal Enquiry was sent out to Five Bidders (BIRGER, INUMA TECHNOLOGY LTD, MAICO, MFI DOCUMENTS SOLUTIONS LTD and SYBYL LTD) who provided documents that are conforming to the Expression of Interest to submit their technical and financial proposals.
- 3.2 Only Two Bidders (BIRGER and MAICO) submitted their bids. INUMA TECHNOLOGY LTD, MFI DOCUMENTS SOLUTIONS LTD and SYBYL LTD did not submit their offers.

and

4. Technical Evaluation.

Technical Evaluation Matrix with Scores & Comments									
		BIRGER COMPANY LTD			MAICO LTD				
Evaluation Criteria	Weight (%)	Weight out of 5	Comments	Weight out of 5	Comments				
1 Architecture & Design Hybrid cloud support (on-prem + cloud integration) Support for local & cloud backups Failover & fallback automation	15%	3	Good cloud failover but relies on on-prem ExaGrid appliance (power surge risk), failover system unclearly explained.	5	Strong hybrid architecture, clear on premises using a local HP Server + cloud backups using Azure disks, detailed failover & fallback process using replicated data on Azure Virtual Machines.				
			2 Backup & Restore Capabilities Full & incremental backups SQL Server, Oracle, Sage ERP, HR database compatibility Recovery Time Objective (RTO) & Recovery Point Objective (RPO)		15%	4	Strong backup/restore speed, air gap, supports Oracle, Sage, HR. Fallback less clear.	5	Full & incremental backups, supports all critical systems (SQL, Sage, HR), clear RPO/RTO targets.
							3 Security & Compliance Data encryption (in transit & at rest) Air-gapped backups / ransomware protection Integration with Existing VPN Compliance with international standards (ISO, GDPR, etc.)		15%
4 Monitoring & Alerts Integration with Azure Monitor Email/SMS alerting (native or via gateway)	10%	2	No Azure Monitor integration, email alerts only; SMS via additional gateway (extra cost).	4	Better monitoring design, mentions VPN integration, discussed SMS/email alerts more naturally.				
			5 Scalability & Performance		10%	3			

	Ability to scale with increased data			ExaGrid good with fast restores, but scaling may depend on local appliance. Bandwidth discussion missing.		Designed for scalability, clearly explained incremental backups, suggested bandwidth optimization.
6	Bandwidth efficiency (deduplication, compression, sync timing)					
	Compatibility with Trinity Metals Environment	10%	3	Synology not explicitly addressed, Azure Monitor not integrated, appliance risk.	5	Addresses future cloud workloads & current Synology/shared drive backups, good architecture fit.
	Synology NAS support					
	Support for future cloud workloads					
7	Reliability & Vendor Experience	10%	4	Bigger has mature product and vendor team shows experience.	4	Maico team showed strong technical experience, used similar architecture elsewhere.
	Track record and similar deployments					
	Technical support (local/remote availability)					
8	Maintenance & Licensing	5%	5	No extra license for Oracle; low maintenance on ExaGrid appliance.	3	Licensing & financial proposal had clarity issues; maintenance effort not fully covered.
	Licensing transparency (e.g., Oracle, SQL)					
	Cost of maintaining hardware/software					
9	Monitoring & Reporting Tools	5%	2	Weak on monitoring integration (Azure Monitor missing), limited dashboard options.	4	Good integration potential, monitoring architecture discussed in more depth.
	Dashboard availability					
	Reporting customization					
10	Added Value & Innovations	5%	4	Boot from backup is strong feature, air gap adds value.	3	No unique innovations called out beyond core hybrid architecture.
	Unique features (e.g., boot from backup, threat detection)					
	Conclusion					
	Maico Ltd, technically, provides a more complete, future-proof, and lower-risk solution for Trinity Metals. Berger is strong for pure backup/recovery but introduces architectural risks (on-prem reliance) and weaker Azure/cloud integration — which is key to our IT roadmap.					
		Out of 50	35/50	Strengths: Air gap ransomware protection, fast restores, no Oracle license fees.	42/50	Strengths: Very strong architecture for hybrid cloud + local backup, detailed failover & fallback, better bandwidth management, strong scalability, good monitoring potential.
		Out of 100%	71%	Weaknesses: Relies on on-prem appliance with risk (power surge history), poor Azure integration, unclear fallback, weak monitoring.	88%	Weaknesses: No unique innovations like ExaGrid air gap or boot from backup; minor gaps in licensing/financial clarity.

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5. Financial Comparison:
5.1 Amount quoted before negotiations:

FINANCIAL EVALUATION						
Item Description	UoM	QTY	BIRGER COMPANY LTD BEFORE DISCOUNT		MAICO LTD BEFORE DISCOUNT	
			Unit Price (Rwf)	Total Price (Rwf)	Unit Price (Rwf)	Total Price (Rwf)
Cloud Backup & Disaster Recovery	Month	12	881,295	10,575,540	5,748,750	68,985,000
Storage Infrastructure (On Premises & Cloud)	Month	12	9,952,304	119,427,648	2,092,500	25,110,000
Backup & Recovery Software	Month	12	189,153	2,269,872	2,216,250	26,595,000
On Site Storage	Month	12			1,500,000	18,000,000
Sub Total				132,273,060		138,690,000
VAT (18%)				23,809,151		24,964,200
Total				156,082,211		163,654,200

Birger is providing an on-premises server/equipment which is costing huge amounts. MAICO is providing offsite solution with a monthly rental fee.

5.2 Amount quoted after negotiations:

We negotiated with both companies, and they all accepted and submitted discounted offers. The technical team (Rene and Olivier) recommended MAICO. From their presentation, they presented a more specific solution to Trinity requirements compared to Birger

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which had weaknesses of reliance on-premises appliance with risk (Nyakabingo power surge history), poor Azure integration, unclear fallback, weak monitoring.

FINANCIAL EVALUATION							
Item Description	UoM	QTY	BIRGER COMPANY LTD AFTER DISCOUNT		MAICO LTD AFTER DISCOUNT		
			Unit Price	Total Price	Unit Price	Total Price	
Cloud Backup & Disaster Recovery	Month	12	837,230	10,046,763	5,173,875	62,086,500	
Storage Infrastructure (On Premises & Cloud)	Month	12	9,454,689	113,456,270	1,883,250	22,599,000	
Backup & Recovery Software	Month	12	189,156	2,269,872	1,994,625	23,935,500	
On Site Storage	Month	12			1,350,000	16,200,000	
Sub Total				125,772,905		124,821,000	
VAT (18%)				22,639,123		22,467,780	
Total				148,412,028		147,288,780	










6. Recommendation:

We recommend MAICO LTD to be awarded the tender for cloud-based backup and disaster recovery solution. During the technical presentation of the solution, MAICO LTD presented more specific solutions to our needs than BIRGER COMPANY LTD. (They showed more understanding of what Trinity Metals technical requirements). This was evaluated by the Technical Team (Rene & Olivier). We negotiated with both companies for a cost reduction, and they all accepted. MAICO reduced from 163,654,200Rwf to 147,288,780Rwf and BIRGER reduced from 156,082,211 Rwf to 148,412,028 Rwf. Hence a leading to selection of the highly technical supplier and good negotiated cost that result in savings of 16,365,420Rwf (163,654,200Rwf - 147,288,780Rwf = 16,365,420Rwf). All VAT inclusive.

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TRINITY METALS

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SIN	NAME	POSITION	SIGNATURE	DATE
1	Joseph Muhire	Group Procurement Superintendent		19/10/2025
2	Jacome Sande	Group Supply Chain Manager		07/10/2023
3	Oliver Nemeve	Group IT Manager		10/01/2024
4	Justin Uwiringiyimana	GM Trinity Nyakabingo Mine Ltd		12/11/2025
5	Ivyode Inena	GM Rutongo Mines Ltd		11/07/2024
6	Milephonnie Mbanza	GM Trinity Musha Mines Ltd		08/10/2025
7	Tristan Rugemera Muryah	Group Legal Counsel and Compliance Officer		
8	Shane Ryan	COO		
9	David de Lange	CEO		

Approved on email on 23/10/2025

Jeome Sande

From:

Shane Ryan

Sent:

Thursday, October 23, 2025 2:35 PM

To:

Joseph Muhire

Cc:

Jeome Sande; Olivier Nemeve; David de Lange

Subject:

Re: Adjudication for Cloud Based Backup and Log Trees & Timber Planks for Approval

I am on my phone and cannot sign them at present. Won't be able to sign them until. They are approved.

S

Shane Ryan

Chief Operati

Trinity Metals



+250 795 575

+61 487 555 7

www.trinity-

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From: Joseph Muhire <joseph.muhire@trinity-metals.com>

Sent: Thursday, October 23, 2025 6:13:39 PM

To: Shane Ryan <shane.ryan@trinity-metals.com>

Cc: Jeome Sande <jeome.sande@trinity-metals.com>; Olivier Nemeve <olivier.nemeve@trinity-metals.com>; David de

Subject: Adjudication for Cloud Based Backup and Log Trees & Timber Planks for Approval

Dear Shane,

Kindly find the attached two (2) adjudications (Cloud Based Backup and Log Trees & Timber Planks) for your approval and signature.

Regards

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