



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

TENDER NOTICE

Tender Reference No: 258-18/48

Assignment Name: *Servers and Network infrastructure build and management*

Project Name: *Migration of Core IT Services to the Cloud.*

Deadline for Submissions: Proposals must be submitted on or before 23:59 (CET), 28th June 2018. Late submissions will not be considered for evaluation.

Address for Submissions: E-mail: tendersubmissions@idea.int

Format for Submissions: Proposals must be submitted by email. Technical and Financial proposals must be submitted in separate files and marked accordingly. **Price should not be mentioned in the Technical Proposal.**

The following text should be put in the subject field of the email:

Tender No. 258-18/48 Technical and Financial Proposals – Do not open before 23:59 (CET), 28th June 2018

Email Address for Clarifications: E-mail: tender@idea.int

Clarifications may be requested via e-mail no later than 21st June 2018 at the above email address. Note a response to a request for clarifications will be issued to all tenderers on our website <https://www.idea.int/about-us/procurement-and-tenders>. Therefore tenderers are advised to check the website regularly during the process.

REQUEST FOR PROPOSALS

Section 1 General Information

1.1 International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organization established in 1995, with member states across all

continents, which aims to support sustainable democracy worldwide and assist in the development of institutions and the culture of democracy. At the interface between research, fieldwork and the donor community, International IDEA provides a forum for dialogue, builds networks of experts, develops training materials and provides strategic advice at the international, regional and national level, cooperating with a range of organizations.

- 1.2 The Institute's work is organized at global, regional and country levels. The organization's headquarters (HQ) is based in Stockholm, Sweden, and it has regional and country offices in Chile, Paraguay, Mexico, Mozambique, Bolivia, Peru, Haiti, Ethiopia, Kenya, Tunisia, Australia, Nepal, Myanmar, and The Netherlands. It also has two representative offices in Brussels and New York. It implements activities in several other countries in cooperation with locally based partners. It currently has a staff of 194 of which approximately 80 are based in Stockholm.
- 1.3 The HQ IT Unit is part of the Executive Division and is responsible for the management of all IT related issues. The IT systems of the Institute include a range of business applications provided from the cloud as Software as a Service or hosted on servers in data centres in Stockholm and managed by an outsourced service provider. The provider also provides network connectivity, equipment and management and helpdesk services.
- 1.4 The Institute now invites proposals from qualified service providers experienced in IT infrastructure implementation and management and with proven and demonstrated experience in complex environments. A more detailed description of the assignment is provided in the "Terms of Reference (TOR)" attached to this Request for Proposals. Note proposals may be submitted to provide services for cluster 1 or cluster 2 or for both clusters (see Section 4 of the TOR).
- 1.5 Tentative timeframe: It is anticipated that the successful contractor will commence work in September 2018 and the final phase of the migration should be completed by end of January 2019. The contract for the management of the services will be up to a five-year period.

Section 2 Preparation of Proposals

Technical Proposal

- 2.1 Language: The official language for the proposal, contract, reports and any other documents in relation to the assignment is English.
- 2.2 Required qualifications and experience
 - (i) Demonstrated and proven IT infrastructure implementation skills.
 - (ii) Information technology project management experience.

2.3 The proposal should provide the following information:

- (i) A brief background description of the service provider. This description should include such items as: size; number of staff; number and types of clients especially non-profits; age of company; location of HQ; geographical network and scope of operations;
- (ii) Demonstrated experience of remote and global delivery of implementation and management services;
- (iii) Demonstrated extensive experience with Microsoft technologies, including operating systems, networking, directory services, network management, server and data centre management, remote access, mobile device management, etc;
- (iv) Knowledge of Microsoft Office 365 at the level of third-tier technical support and with the ability to leverage tools like SharePoint or Microsoft Teams for all project documentation;
- (v) Experience providing tier-three helpdesk services for Windows-based infrastructure and applications;
- (vi) A description of your relevant experience of working on two project implementations similar to the one requested here, in the light of our presence in multiple countries. This should include the purpose, activities, size and scale of the project, size of the team that executed the project, duration of the project, and results;
- (vii) A preliminary project plan and timeline for the project, based on the information in the TOR, detailing milestones and addressing the deliverables in the TOR;
- (viii) Brief biographies of your staff expected to be involved with the project, with an emphasis on their particular qualifications for working on this project;
- (ix) The full name and contact details (including email addresses and telephone numbers of two clients, preferably with non-profits, as references.

Financial Proposal

- (i) The financial proposal **must be prepared using Annex 2 – the Price Matrix** which forms part of these tender documents. The proposal must be costed in Euros or Swedish Kronor. If VAT applies the rate should be indicated on the matrix.
- (ii) Please note that this project will be managed from HQ. Thus it is not expected that any travel to the country offices will be required.

Section 3 Submission of Proposals

3.1 Proposals must be submitted in electronic format by email. Technical and Financial Proposals must be submitted as separate files and clearly marked accordingly;

- 3.2 The full details on how to submit proposals are available under Tender Notice at the beginning of this document;
- 3.3 Proposals must remain valid for at least 60 days following the deadline for submission.

Section 4 Evaluation of Proposals

Technical Evaluation

- 4.1 The proposals will be evaluated and scored against the following criteria with respective corresponding weights:
 - (i) Qualifications and experience of working with organisations with geographic spread and network topology like International IDEA (maximum 40 points);
 - (ii) Scope and quality of services, completeness of solution offered in relation to requirements as outlined in the TOR (maximum 40 points);
 - (iii) Elaborate and comprehensive Incident Management Plan that cascades to a BCP Plan (maximum 20 points).

The maximum technical score (T) is 100 points.

Financial Evaluation

- 4.2. The financial proposals will be verified and, if necessary, adjustments will be made to the prices to ensure consistency with the technical proposals in terms of work input and to eliminate arithmetical errors.
- 4.4 If not stated in Euros, the corrected prices will then be converted to the currency of evaluation (EURO) to obtain the evaluation price (E). The exchange rate used will be IDEA`s monthly exchange rate which is based on the InforEuro exchange rate.
- 4.5 The financial scores (F) will be computed as follows:

The lowest evaluation price proposal (E_m) will be given a financial score (F_m) of 100 points. The financial scores of the other proposals will be computed applying the formula:

$$F = 100 \times E_m / E, \quad \text{where: } E_m \text{ is the lowest evaluation price, and} \\ E \text{ is the evaluation price of the proposal under consideration.}$$

- 4.6 The final scores (S) will be computed by applying the formula:
 $S = t \times T + f \times F,$ where: t is the weight given to the technical score
 f is the weight given to the financial score
- 4.7 The weights given to the technical and financial scores are:
 $t = 70\%$
 $f = 30\%$

- 4.8 After completing the evaluation of the proposals, International IDEA reserves the right to request a short list of the highest ranking applicants to make a presentation of their proposal (in-person or via video conferencing). A final decision will then be made at the end of this process. However, International IDEA reserves the right not to select any of the tendering companies if the proposals and/or the presentations prove unsatisfactory.
- 4.10 International IDEA reserves the right to negotiate and vary at the time of award of contract, the quantity of services and/or goods, or scope of work by up to a maximum of 25 per cent (25%) of the original ToR, without any change in the unit price or other terms and conditions.

Section 5 Final Considerations

- 5.1. International IDEA will not be bound to select any of the proposals.
- 5.2 International IDEA reserves the right to award the successful bidder follow up contracts related to this tender if later required.
- 5.3 The following documents are enclosed with this Request for Proposals:
Terms of Reference
Annex 1: IDEA IT Infrastructure Topology – **Only to be provided on Request**
Annex 2: Financial Price Matrix
- 5.4 Further information about the Institute can be found on our website <http://www.idea.int/> .
- 5.5 We would appreciate your informing us by e-mail (contact details above):
- (a) Upon your receipt of this Request for Proposals, if you intend to submit a proposal;
- 5.6 Both the successful and unsuccessful bidders will be notified in writing following the completion of the evaluation and contract award process.

Complaints regarding any aspect of the tender process should be addressed in writing to both the Internal Auditor and the Director Executive Division (ED) at the Institute. The address is tender.complaints@idea.int.