



International Foundation
for Electoral Systems

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS
(IFES)**

Request for Proposal (RFP) for Global Helpdesk Services

Solicitation # RFP-20-052

June 18, 2020

1 INTRODUCTION

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective contractors (“Bidders”) to submit a written response (“Response”) for the procurement of Global Helpdesk Services. The solicitation provides Bidders with the relevant operational and performance requirements.

1.2 Coverage & Participation

IFES reserves the right to reject any and all offers, to add, delete or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFP does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

1.3 Zero Tolerance for Fraud

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts, or activities, please contact IFES’ Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.

2 GENERAL INFORMATION

2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. IFES supports citizens’ rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

- | | |
|-------------------------------------|----------------------------|
| • Issuance of RFP | June 18, 2020 |
| • Technical Questions/Inquiries Due | June 23, 2020 by 5:00PM ET |
| • Answers/Addenda from IFES | June 30, 2020 |
| • RFP Closes | July 17, 2020 by 5:00PM ET |

3 PROPOSAL PREPARATION INSTRUCTIONS

3.1 Bidders' Understanding of the Solicitation

Bidders are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any Bidder that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

3.2 Information from IFES

All information provided by IFES in this solicitation is subject to change at any time. IFES makes no certification as to the accuracy of any item, and is not responsible or liable for any use of or reliance on the information or for any claims asserted therefrom.

3.3 Communication

All communications related to the RFP must be in writing. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

3.3.1 Point of Contact: The sole point of contact for all communication related to this solicitation is listed below.

Sajia Tokhi
stokhi@ifes.org

and

Elisa Velasco
evelasco@ifes.org

3.3.2 Formal Communications shall include, but are not limited to the following:

- Questions concerning this solicitation must be submitted in writing to the point of contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Bidders should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Bidders should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.
- Inquiries about technical interpretations must be submitted in writing to the point of contact identified in 3.3.1.

3.3.3 Addenda: IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events*.

3.3.4 Posting Online: Copy of this solicitation, Amendments and or Q&A will be available online at: www.ifes.org/procurement-notice.

3.4 Submission

It is mandatory for Bidders to send proposals in electronic copy via e-mail to the point of contact identified in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events*.

3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible Bidders that have the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

Evaluation Criteria:

IFES will evaluate responsive offers based on the following criteria:

1. **Quality of Planned Services/Support/Coverage** **50 points**
Proposed plans for support to IFES must cover all services to be provided, as described in further detail in “Scope of Work/Goods/Services”. Only plans that demonstrate support for both IFES’ headquarters and field offices globally will be considered.
2. **Price** **40 points**
The cost must be reasonable and show efficient use of resources, and additional costs, if any, must be clearly identified. Offers will be compared amongst responsive bidders meeting technical requirements.
3. **Past Performance** **10 points**
Offers should provide references demonstrating past performance for the conduct of similar work, as described in further detail in “Qualifications & References”. Offers are encouraged to demonstrate capacity providing support for global organizations such as IFES.

3.6 Selection and Notification

IFES will evaluate Responses to identify responsible Bidders and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

4 SCOPE OF WORK/GOODS/SERVICES

IFES is looking for a Global IT Helpdesk provider for managed IT service and support to maintain its IT client infrastructure. The objective for this initiative is to ensure maximum availability of IFES systems globally while increasing operational efficiency and productivity. To this effect, IFES seeks a provider that can provide the following specific support:

1. Unlimited IT managed services and support provided by a minimum of 3 people with dedicated expertise at any given time during the service hour.
2. Provide a **streamlined onboarding process** for the new services and outsourced personnel.
 - a. Perform technical assessment during transition phase.
 - b. Identify user services, including cloud and on-premise services.
 - c. Inventory company-owned user devices (e.g. laptops, mobile phones, docking stations, monitors)
3. **Technical support services:** IFES desires to partner with a professional outsourcing provider, that will deliver expert support services to maintain and ensure a dependable environment for our existing platforms that are mentioned throughout this RFP.
4. Provide support services to ensure a secure and dependable IT infrastructure for IFES while maintaining critical enterprise applications at peak performance. This includes, but is not limited to:

- a. Assessment and discovery of all existing platforms and perform a seamless transition over to the selected provider to limit the exposure of the organization in the offboarding of the existing IT helpdesk.
 - b. Helpdesk resolution and end user/service desk delivery: IFES would like technical support to address day to day end user issues and questions. These might include:
 - Onboard and offboard of HQ and field staff including providing IT orientation and systems training, equipment deployment and collection.
 - Answering technical questions
 - Performing software and hardware installations
 - Device troubleshooting and configuration
 - Account office and phone, adds, moves, deletes
 - Changes to end user's IT equipment/laptops
 - Device performance tuning
 - c. In-depth technical expertise and product and service support: This includes:
 - Troubleshooting and remediation of any issues
 - Audio, visual conferencing equipment, software configuration and troubleshooting
 - Security and patch management
 - Analysis and monitoring of IFES business applications
 - Network and device security troubleshooting.
 - Performing complex change to IFES IT infrastructure.
 - Perform and document Inventory
 - d. Streamline business processes (workflows, automation), document and impose policies and procedures, upon which IT services are provided both in HQ and field offices.
 - e. Create and maintain technology SOP/checklists and documentation
 - f. Provide technical expertise and cyber security analysis of systems
 - g. Application knowledge and support of Office 365 suite and Azure, including but not limited to;
 - AAD, O365 - Exchange, SharePoint, Teams, Power Automate, PowerApps, Office Suite,
 - Windows and limited MAC support.
 - Deltek Costpoint and Time & Expense
 - PDF editing software
 - h. End-user training and knowledge transfer
2. On-demand/as needed technical via telephone, remote, and on-site support.
 3. Emergency I.T. support: urgent troubleshooting and resolution of any issues that may occur. White glove service
 4. Additional technical support and guidance/technical advisory consulting services as needed.
 - Must provide dedicated members (onsite and remote).
 - Onsite Tier 1 basic support; 32 hours, during core business hours Monday - Thursday, with on-call emergency and weekend availability. Provide 15-minute response time during core hours.
 - Will provide remote tier basic 1 support with tier 2 advanced escalation as needed
 - Provide and use a remote monitoring and management client (RMM) and antivirus solution
 - Extended support from at least 4am to 7pm ET.

- SLA with a remote and after-hours response time of an hour or less.

Managed Services Onboarding Requirements:

- Document and develop an understanding of the IT infrastructures and applications
- Understand user expectations and needs
- Understand IFES business process
- Understand on-premise and cloud connectivity for the HQ office
- Identify on-premise and cloud services and licensing management

Managed Services Onsite Technical Support Requirements:

- Provide onsite and field office technical support for a staff of approximately 135 onsite users and 250 field users
- Onsite support individual should reside within DC metropolitan area to ensure quick response as needed on site and at no travel costs
- Primary point of contact for all end-user issues and questions
- Answer technical user questions and escalate as necessary
- Provide quality end user helpdesk support while providing detailed communications with users and IT manager
- Perform user adds, moves and deletes as well as user licensing and DID phone management
- Provide diagnosis assistance with end user hardware and software including A/V conferencing equipment
- Maintain standardizations, including PC and User naming Active Directory conventions
- Document inventory hardware adds and changes
- Document changes to SOP as necessary
- Perform software and hardware installations and office moves as required
- Performed group and permission modifications as required
- Provide support for network troubleshooting, including wireless network, switching and internet connectivity
- Maintain a clean and organized IT workspace, end-user cabling, and IT storage facility
- Escalate purchase requests to IT manager
- Provide end-user training as required
- Perform business impact infrastructure changes, with IT Manager approval

Managed Services Remote Technical Support Requirements:

- Provide onsite and field office technical support for a staff of approximately 135 onsite users and 250 Field users
- Coordinate with Onsite support to resolve user questions and problems in a timely and polite manner
- Provide a wide range of remote support to people with limited tech skills, non-native English speakers, in various time zones
- Monitor alerting and provide reports to IT Manager as required

- Provide quality end user helpdesk support while providing detailed communications with users and IT Manager
- Answer technical user questions and escalate as necessary
- Provide diagnosis assistance with remote end user hardware and software; escalate to onsite technician, as necessary.
- Maintain standardizations, user naming Active Directory conventions
- Update and creation of group policies as requested
- Document inventory changes and changes to SOP
- Escalate and report critical infrastructure issues to IT Manager
- Perform User adds, moves, and deletes, as well as user licensing and DID VoIP phone management
- Perform group and permission modifications as required
- Perform monthly user license auditing
- Escalate purchase requests to IT Manager
- Perform security and communications troubleshooting, such as email tracing, whitelisting and reviewing and responding to Cloud App Security alerts and reports
- Perform security patch management as requested by IT Manager
- Provide weekly project and status report to IT Manager

5 QUALIFICATIONS & REFERENCES

Bidders must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:
 - Full legal name and address of the company
 - Corporate and tax registration documents
 - Year business was started or established
 - Full name of the legal representative (president or managing director) of the company
 - Name of any individuals or entities that own 50% or more of the company
 - U.S. companies must indicate if they are a registered Small Business (Woman owned, veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)
 - **No subcontracting is allowed under this solicitation.**
2. Evidence of successful completion of a project of a similar size and complexity
3. Proof of experience in supporting international entities.
4. References: Contact information for no less than three references from organizations similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.
5. Bidders must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work. Scope of Work.
6. A certification signed by an officer or authorized representative that the Bidder has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

6 PRICING

The price will be based on unlimited hours and priced per user, per month. Additional Fees and one-time costs must be clearly identified in a separate line(s).

Prices must be for a required three-year contract, billed monthly.

Pricing must be in US Dollars (USD). Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as reference basis in the evaluation. Technical description must be shown for each item.

7 ADDITIONAL TERMS & CONDITIONS

7.1 Non-Disclosure Agreement

IFES reserves the right to require the Bidder to enter into a non-disclosure agreement.

7.2 No Collusion

Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.

7.3 Companies Owned or Controlled by Government

The Bidder must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government ownership or managerial interest in the company will result in the Bidder's offer being removed from consideration.

7.4 Subcontracting

No subcontracting is allowed under this solicitation.

7.5 Costs

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a Bidder or third parties, in connection with the Response.

7.6 Intellectual Property

Bidders may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

7.7 Bidders' Responses

All accepted Responses and supporting documentation shall become the property of IFES, subject to claims of confidentiality in respect of the Response and supporting documentation.

7.8 Partial Awarding

IFES reserves the right to accept all or part of the Response when awarding a contract.

7.9 No Liability

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any Bidder, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

7.10 Entire Solicitation

This solicitation, any addenda to it, and any attached schedules, constitute the entire solicitation.

[End of Solicitation]