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Date: **March 21, 2017**
Ref.: **RFP-17-058**
Subject: **Solicitation for the Supply, Delivery, Installation, Testing and Commissioning of an Information Technology Service Management (ITMS) Solution in Kenya**

The International Foundation for Electoral Systems (IFES) invites your firm to participate in this competitive solicitation for pricing, delivery, and terms of potential sale of the following services for the IFES office in Nairobi, Kenya. 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.

BACKGROUND

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States of America. 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. Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

DESCRIPTION OF SERVICES

Functional Requirements

Contractors must submit a timeline in the proposal showing the period required to develop, implement, and carry out their services.

Introduction

In support of the Independent Electoral and Boundaries Commission (IEBC), IFES seeks to acquire and implement an Information and Communications Technology (ICT) Service Management Solution to effectively deliver, monitor and support ICT Services. The system shall be modular thus allowing for additional activation of modules if and when need arises. The system features shall include ICT Service desk, asset and configuration management, and call management, among other features as described in the specifications.

SCOPE OF WORK

- A. The broad objective of this tender shall entail supply, delivery, installation, testing and commissioning of an ICT Service Management system for the IEBC.
- B. As part of this tender, the contractor shall be required to implement the solution proposed and conduct training of operators on the effective usage, technical administration, on-site and remote day-to-day operational support and support of solution proposed.

- C. The successful contractor shall be required to carry out an initial assessment of the existing “AS-IS” processes and develop desired “TO-BE” processes in accordance with international best practices.
- D. The contractor shall be responsible for ensuring that the existing electoral equipment and ICT assets e.g. servers, biometric voter registration equipment, voter identification devices, results transmission devices, office laptops, desktops, printers, photocopies and generators among other ICT equipment are captured into the new system.
- E. The contractor shall ensure seamless transition from the current ICT support processes to the new, improved processes with minimal disruption to normal electoral and internal operations. Upon implementation of the ITSM System, the desired system shall provide an effective way for managing IEBC ICT Services assets and processes.

DETAILED TECHNICAL REQUIREMENTS

IT Service Desk Management

- The system is intended to provide a Single Point of Contact ("SPOC") to meet the communication needs of both users and IT staff. It shall entail automation of the Incident and problem Management functions as part of the IT Service Management Suite of products. This module is expected to automate the ICT incident and problem management process, improve resolution times and thus improve efficiency and ICT service delivery. Desired system features include:
 - Provide a Single point of contact for Help Desk support calls for all incidents;
 - Provide a Single point of entry and closure for ICT tickets and Service Requests.
 - Should provide initial incident determination and first level support incident resolution
 - Provide Incident classification, Escalation and status reporting
 - Provide an interface for all change requests, maintenance contracts, software licenses, service-level management, configuration management, availability management
 - Provide life-cycle management of all service requests
 - Provide device software and hardware management
 - Provide hardware triage for issued hardware
 - Basic support for third-party applications, instructional software and plug-ins required to use the system.
 - Remote control of desktops for troubleshooting and incident resolution purposes (for Staff only)
 - Password resets and administering employee access rights
 - Calls recorded for quality assurance purposes, providing team access to all recordings
 - Maintain and update knowledge base
 - Service levels and performance reporting
 - Capture the incident information and proposed solution
 - Serve as the user's focal point in resolving incidents
 - Provide users with status updates
 - Follow escalation procedure for Second and Third Level Support, when necessary, to resolve incidents in the shortest possible time
 - The third level will involve the third party who is the vendor of either equipment, system or service and there should be automated alerts through email that will also carry the brief of the previous efforts to handle incidents activities on a best effort basis
 - Log information into the Knowledge Base
 - Support for Self Help, Chat with IT Analyst and remote support management
 - End user satisfaction surveys
- The help desk system shall provide reports on Incidents assigned directly to the ICT support staff and non-direct support staff (Third Party).

- The system shall provide monitoring and analytics capabilities including a social miner capability.
- The System should generate electronic and/or voice notification of all significant status changes of the incidents to include technician assignment, problem escalation, priority change, problem analysis update, technician request for more information, and problem resolution.
- The System should be able to categorize and classify tickets depending on the type of incidence and this should guide on the kind of personnel the incidence should be escalated to e.g. ICT, related incidences can be categorized as either Software, Hardware, Network, database whereas Administration related incidences can be categorized as security, transport etc.

Asset and Configuration Management

- The System should provide asset registry capability for building a logical model of the IT infrastructure or service, identifying and accounting for each ICT infrastructure and service component .
- The System should be able to classify assets according to categories that will be defined by the Commission.
- It should enable users to ensure assets are recorded accurately, complete, and fit for purpose
- The System should be able to verify existence of ICT asset along with the relationships and logical/functional coherence between asset and the IT services being delivered
- It should be able to audit the integrity of the registry data
- It should be able to generate an Asset Catalogue of all configuration Items maintained by the Commission throughout the asset life cycle
- The system should be able to manage all ICT assets configurations that shall include but not limited to software, hardware, network and other service assets owned by the commission.
- The system shall ensure effective location tracking and monitoring of Assets. Other functional requirements shall include but not limited to the following;
 - Provide capability for monitoring of IT configuration items installed across the IEBC networks including changes.
 - Provide ability to create a Service Catalogue of all configuration Items maintained by the Commission.
 - Automatically detect / discover ICT assets in the Commission.
 - Provide ability to remotely control the ICT Assets.
 - Importation of Assets in various file formats from other asset management systems.

Service Level Agreement Management

- The system should have capability to automate and track Service Level Standards for critical incidences and Services from time to time.
- The system should have automatic allocation of tickets depending on the workload and the Service Level Standards configured.
- The system should have ability for a supervisor to manually re-assign a ticket to another officer.
- The System shall provide automatic escalation of incidences upon expiry of set resolution timelines.
- The System shall provide ability to define and monitor SLA for 3rd party through Supplier SLA Management.

Accessibility Requirements

- The solution should be a responsive web based and accessible through the desktop, laptop, mobile phone or any handheld devices and support multiple browsers.
- The solution should provide ability for an end user to contact the support center via an on-line chat.

Performance Requirements

- The deployed solution should have highly optimal and scalable performance, which is designed to scale up at each layer for future growth. The contractor shall be required to carry out an infrastructure capacity assessment as well as to assess how to integrate the existing infrastructure to the proposed solution.
- The contractor should ensure that the solution is designed and sized adequately to support at least one thousand (1,000) concurrent users calls with about 50 agents.
- The contractor will develop and submit a capacity sizing guide which will document the details of the infrastructure requirements in terms of storage, servers and telecommunication equipment required. This should be submitted as part of this tender but shall not be bidding to the commission. This will become the authentic guide for future scale up/out plans of the Project.

Availability Requirements

- The solution should be available with minimal downtime resulting from system bugs and defects. The solution should provide the ability to recover from failures, thus protecting against multiple component failures.
- High Available clustering at all Web, Application and DB server levels will be targeted at 99.9 % availability.
- In the event of a failure, the system should have a fail-over to ensure 100% availability.

Security Requirements

- The desired solution should have granular; role based access control and should have a comprehensive audit reporting capability including all the Network, Server and Application security features incorporated in the system.
- This should include but not limited to the following security features;
 - Server and Application security mechanisms
 - Authentication mechanism provided in the application
 - Data encryption mechanism
 - Data access privileges, retention periods and archival mechanisms

Integration requirements

- The System should seamlessly integrate with the existing UCS servers and the Commissions Active directory. The System should be able to integrate with Short Message System (SMS), Social media e.g. twitter, Facebook among others for ease of logging of incidences.
- The system should integrate seamlessly with the commission's infrastructure without additional cost to the commission

PROJECT MANAGEMENT

- The Contractor shall be required to provide a detailed project plan covering the project initiation, project planning, design, and delivery, deployment up to and including project closure. The contractor shall develop requisite plans

and establish monitoring and evaluation measures for each key milestone which shall be measurable and pegged to deliverables.

- During the Project Implementation, the selected vendor will coordinate with the relevant IEBC technical staff through the designated IFES contacts. The contractor will report to IFES while working closely with the IEBC Staff during the implementation. IEBC will provide the following inputs:
 - Relevant reference material
 - Facilitate access to appropriate IEBC officers.
 - Working area for project contractors
- The selected contractor shall be responsible for all aspects of project management, including planning, staffing, performance monitoring and oversight, sub-contractor management, project coordination, quality assurance and reporting.
- Contractors are encouraged to propose appropriate project implementation duration as may be practically possible while meeting all the requirements of the Terms of Reference.
- The project implementation duration does not include the warranty period, which period will commence immediately after commissioning the system, for a period of two (2) years.

The technical proposal should include the following elements:

- **Project Plan:** The selected contractor shall develop a comprehensive Project Plan for the project implementation, and shall maintain the project plan through the active implementation phases of the project. The Project Plan shall include the following:
 - Project Staffing Chart – An organization chart and contact list for all individuals in the contractor’s organization and any sub-contractors who are assigned to the IEBC project or have a management or support role for any aspect of the project.
 - Master Implementation Schedule – A detailed Gantt chart, showing the time-phased schedule for accomplishing all design, development, integration, delivery and testing activities, with milestone schedules for accomplishing the primary project milestones.
 - Deliverable Schedule – A detailed Gantt chart showing the delivery, review and approval schedules for all deliverable reviews and documentation.
- The Master Implementation Schedule shall include guaranteed dates for the key implementation and delivery milestones listed in the table below.
- The Deliverable Schedule shall include a detailed description and delivery schedule for reports, plans and technical documentation items that will be prepared and delivered in association with system implementation. At a minimum, the following Deliverable Data Items shall be prepared and provided in association with the Integrated System implementation.
 - Project Plan
 - Monthly Project Status Reports
 - Site Preparation and Installation Plan
 - Training Curricula, Courseware and Training Delivery Plan
 - System operations, administration and maintenance documentation; registration kit user guides for each registration kit
 - System Acceptance Test Plan and Procedures
 - System Maintenance Plan

- The Deliverable Schedule shall reflect the understanding that all deliverables are subject to customer review and approval, and shall allow for rework to correct deficiencies prior to final review and approval.
- The preliminary project plan shall provide specific details of the proposed master implementation milestone and deliverable schedules. The list of Deliverables in the Deliverable Schedule shall specifically identify each user guide and system manual that will be provided with the system.
- **Project Status and Progress Reporting:** Informal weekly reviews and formal monthly reviews of project status, progress and current issues shall be provided throughout the duration of the project implementation.
- The selected contractor shall prepare for and participate in informal weekly project status meetings with the IEBC Project Team to discuss project status and to resolve issues. Directives, resolutions and action assignments shall be documented in writing by the contractor's Project Manager and the document shall be delivered to the Project Team no later than 4:30 p.m. of the next business day after the meeting.
- The selected contractor shall prepare for and participate in formal monthly project review meetings with the IEBC Project Team. At the formal monthly project review, the contractor shall present the status of all project tasks, identify problems and potential risk areas, coordinate the development of action plans to resolve issues, and discuss the detailed activities planned for the next reporting period.
- Each review meeting shall include a detailed discussion of the project schedule and any actual or projected variances between the baseline schedule and the current activities.
- Directives, resolutions and action assignments shall be documented in writing by the contractor's Project Manager and the document shall be delivered to the Project the next business day after the meeting.
- **Project Staffing:** The Contractor shall be responsible for providing adequate qualified staffing for the project to accomplish the system implementation and provide the associated services in accordance with the contractually established schedule.
- The project staffing plan shall include the identity and qualifications of key staff that will be assigned to the project, including key individuals for the positions outlined in the next section.
- Contractors shall provide a staffing plan in their proposal response that identifies all key personnel, describes their roles and responsibilities, provides an experience summary for each key person that supports his/her project role, and defines the reporting structure of the project within the Contractor's organization.
- **Support and Maintenance:** The Contractor shall be required to provide a comprehensive plan for providing technical and operations support, preventive and remedial maintenance services for the ITSM solution.
- The support and maintenance services shall cover a two (2) year period. The post-election support and maintenance shall cover aspect regular preventative and corrective maintenance services.
- The technical support and maintenance should be based locally (i.e. In Kenya).
- The service provider/contractor should provide a maintenance schedule clearly indicating the period under maintenance and the cost implication and if the cost is factored in the overall cost.
- **Training:** The Contractor needs to conduct the following trainings for the commission staff for a smooth transition.
 - Management training
 - System Administration
 - Operators /users training
- The contractor must submit a training plan for all the training areas. The Contractor shall be providing the trainings in the following areas:

- Systems Administration (database, system, and other infrastructure)
- Technical Support users Performance enhancements, trouble shooting and fine tuning
- User training
- Call Agents/ Help desk users training
- Workflow approvers/ Supervisors

REQUIREMENTS

PLEASE NOTE: To enable effective implementation and after-sale support, participating vendors must be based in or have an established physical presence in Kenya.

Prospective contractors must submit the following information in the Response:

1. **A technical proposal addressing all elements described in the Scope of Work**
2. **A detailed timeline**
3. **A detailed, itemized cost proposal in Kenyan Shillings**, with all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request.
4. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
5. **Names, addresses and telephone numbers of three business references, and approval to contact the listed references.** IFES reserves the right to request and check additional references.
6. General information about the contractor’s history and experience providing similar services.
7. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor’s offer being removed from consideration.
8. A brief outline of the company, including:
 - a. Full legal name and address of the company or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company;
 - d. Name of any individuals or entities that own 50% or more of the company;
 - e. Year business was started or established
9. **The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award.** Failure to disclose subcontracting relationships will result in the prospective contractor’s offer being removed from consideration.
10. Prospective contractor 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.

Additional Mandatory Requirements

REQUIREMENT	EVIDENCE	YES/NO
Must submit valid manufacturer authorization letters for the proposed solution authorizing the Contractor to submit the bid	Manufacturer authorization letter	
Contractor should have a current ISO Quality Management System certification	ISO Certification	
Contractor must provide a detailed Project plan of how the project will be implemented indicating the key milestones and the project implementation phases	Project Plan	

Contractor must have at least three (3) ITIL Certified practitioners and one (1) project manager who are currently employed in the Contractor's company trained and certified in the IT Service Management	Copies of Certificates	
The Contractor must indicate and confirm training to: - i. Thirty (30) Technical officers ii. Thirty (30) Management Staff	Training plan	
The Contractor MUST provide a standard two (2) year manufacturer's warranty covering all elements of the system hardware and software, parts and labour beginning upon successful completion of the system. The warranty service must be done in Kenya.	Product data Sheet	
Contractor MUST supply and install a Call Center Management system	Product data Sheet	
Contractor MUST supply and install an IT Service Desk Management system	Product data Sheet	
Contractor MUST supply and install an Asset and Inventory Management Module	Product data Sheet	
The systems MUST have Service Level Management capability	Product data Sheet	
The systems MUST have role based access control system administration capability	Product data Sheet	
The type of system MUST be web based with a standard database platform	Product data Sheet	
The system MUST have automated alerts and notifications.	Product data Sheet	
The system MUST have audit trails and system log capabilities	Product data Sheet	
The system MUST have Workflows for each of the modules	Product data Sheet	
The system MUST Integrate with the existing CISCO UCS server and Active Directory	Product data Sheet	
The system MUST have backup-restore capabilities and data archiving	Product data Sheet	
The system MUST have a Knowledgebase capability	Product data Sheet	
The system MUST have customizable reporting functionality allowing the commission to generate ad-hoc reports	Product data Sheet	
The system MUST have capability to conduct end -user satisfaction surveys	Product data Sheet	
The Contractor MUST conduct capacity building and knowledge transfer to internal IEBC staff	Training Plan	
The Contractor MUST have a comprehensive project management plan	Project Plan	

All Responses shall be in the English language.

EVALUATION

IFES will evaluate bids based on the following criteria:

- | | |
|---|-----------|
| 1. Responsiveness to required technical specifications and project objectives | 40 points |
| 2. Cost proposal | 30 points |
| 3. Detailed timeline and methodology | 15 points |
| 4. Demonstrated past performance (including references) | 15 points |

APPLICATION

Your submission must be received via email by no later than **17:00 Nairobi local time on April 4, 2017**, sent to the attention of the following:

Salima Wiggins swiggins@ifes.org

Jenny Xu jxu@ifes.org

All quotes must be on a company's letterhead with the company's contact name and address. **Email submissions should have "RFQ-17-058" and the service provider's name in the subject line.**

SCHEDULE OF EVENTS

Release of RFQ	March 21, 2017
Questions Due	March 27, 2017, by no later than 17:00 Nairobi local time
Answers from IFES	March 29, 2017
RFQ Closes – Responses Due	<u>April 4, 2017, received by no later than 17:00 Nairobi local time</u>

The schedule noted above may be changed at any time in the sole discretion of IFES. All communication must adhere to this schedule and shall be to the attention of Ms. Salima Wiggins (swiggins@ifes.org) and Ms. Jenny Xu (jxu@ifes.org).

GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive quotes from responsible contractors for award.
2. 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.
3. Prices quoted must be valid for entire length of contract.
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to IFES contractual terms and conditions, and contingent on the availability of donor funding.
6. IFES reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. IFES reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by IFES in this RFP 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 reliance on or use of the information or for any claims asserted therefrom.
9. IFES reserves the right to require any prospective contractor to enter into a non-disclosure agreement.
10. The RFP does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES.
11. IFES may elect to conduct site visits at the place(s) of business of participating contractors.

All contractors must submit the documentation requested above, including details of refund and product warranty policies.

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.

END OF RFP