



International Foundation
for Electoral Systems

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

Request for Proposal (RFP) for SharePoint Development Services

Solicitation # RFP-20-053

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 SharePoint Architectural and Administration 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. Effectiveness of Solution 30 points
Proposals must outline SharePoint solutions to meet IFES' needs, as described in further detail in "Scope of Work/Goods/Services". Specific Infrastructure topology, user and data storage usage reports can be provided upon request.
2. Quality of Set-up Plan and Support 30 points
Proposed plans for IFES must cover all required set-up and support, as described in further detail in "Scope of Work/Goods/Services".
3. Price 30 points
The cost must be reasonable, show efficient use of resources, and additional costs, if any, must be clearly identified. Offers will be compared amongst responsive bidders meeting technical requirements.
4. Past Performance/References 10 points
Offers should provide references 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 O365 SharePoint Architectural and Administration services, for a large SharePoint re-design project. The current SharePoint Online consists of approximately 4 primary site collections that are organized by division and then project. This Project will include project management, SharePoint and O365 architecture, needs analysis, and the development of programs. The SharePoint developer will be responsible for working with staff and the IT team to plan and execute the next phase of our SharePoint deployment. The selected vendor will re-design and implement a user-friendly portal with dynamic content and design a functional training library for domestic and international staff. They will migrate to modern sites, lists and pages, redesigning navigation, optimizing search and developing a standardized and attractive taxonomy. The developer will assure interoperability with Microsoft Teams and Office 365 groups. Additionally, they will work with and train departmental staff on updating content, best practices and using SharePoint and Teams. The

SharePoint developer will send out weekly updates and collaborate with domestic and international staff to complete timely project schedules.

- Develop project technology strategy by understanding key objectives; diagnosing and mapping requirements; articulating solution risks and barriers; recommending project approaches; preparing time and cost estimates; planning full project life cycle
- Lead and facilitate information gathering sessions to validate business cases, gather and document business and functional objectives
- Implement architecture by building components and custom designs; prototyping; data migration; maintaining technical integrity and consistency; documenting system
- Develop and deploy non or low impact migration plans
- Assist in migrating On-premise Distribution List to O365 Groups
- Prepare clients to use IT infrastructure by developing and conducting training programs
- Manage relationships by communicating SharePoint architecture standards and frameworks; answering questions; resolving concerns and issues
- Increase organization effectiveness by identifying opportunities to leverage solutions to other engagements
- Provide weekly project and status report to IT manager
- Provide user and admin training and knowledge transfer as required

Areas of support needed include:

- Teams and O365 Group integration
- Understand capabilities and best practices, including SharePoint Online features and limitations Modern site migration strategies and planning
- Design Taxonomy, branding and navigation including hub site and modern menu designs
- Search - design and optimization
- Permission management and auditing
- Business processes development
- Advanced Microsoft flow and PowerApps
- Document SharePoint/Teams IT infrastructure and workflows.
- Understand IFES business process
- Point of contact for all end-user SharePoint issues and questions. Answer technical user questions and escalate as necessary
- Monitor alerting and provide reports to IT Manager as required
- Escalate and report critical infrastructure issues to IT Manager

5 FUNCTIONAL REQUIREMENTS

5.1 Timeline

Bidders must submit a timeline in the Response showing the time required to deliver services.

5.2 License, Clearance and Approvals

The Bidders will include any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work.

6 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. References: Contact information for no less than five 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.
4. 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.
5. 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.

7 PRICING

The price will be based on unlimited hours and on project deliverables, as outlined in the statement of work. Additional Fees and one-time costs must be clearly identified in a separate line(s).

Billing plan must be monthly, over a required contract length of 18 months.

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.

8 ADDITIONAL TERMS & CONDITIONS

8.1 Non-Disclosure Agreement

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

8.2 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.

8.3 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.

8.4 Subcontracting

No subcontracting is allowed under this solicitation.

8.5 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.

8.6 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.

8.7 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.

8.8 Partial Awarding

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

8.9 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.

8.10 Entire Solicitation

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

[End of Solicitation]