Ref: RFP ICO007

5 January 2017

LETTER OF INVITATION

Re: For the provision of Managed IT Service for the Information Commissioner’s Office

Dear Respondents

The Information Commissioner’s Office (ICO) is issuing a Request for Proposals (RFP) for a managed IT service, which includes Infrastructure as a Service (IaaS) cloud services and a choice of an IT partner to implement and support the selected IT platform. The contract shall be for a period of one (1) year with the option to renew for a period not exceeding three (3) years.

The start date of the contract will be February 2017, contingent upon the completion of the bidding process.

Please find the attached RFP for a managed IT service, which includes the instructions for the preparation and submission of the proposals, the rules that govern the procurement process, and the form of the agreement.

All proposals must be submitted electronically to Tikitta Suhartono, at [info@ico.bm](mailto:info@ico.bm), and please state in the subject line ‘**RFP ICO Managed IT Service’**. All bids must be received no later than 15:00 hours ADT on 2 February 2017. Late submission will not be accepted.

This invitation and the attached Request for Proposal (RFP) documents can be found on the Government of Bermuda procurement notices webpage along with any addendums.

All communications must be directed to Tikitta Suhartono, at [info@ico.bm](mailto:info@ico.bm). This also includes all questions or inquiries regarding this RFP. For all inquiries, we ask that you clearly state in the subject line of the email ‘**Enquiry – Managed IT Service**’ and the area of concern in the body.

This letter is not to be construed in any way as an offer to contract with your firm.

Our *Note on Contracting with the Information Commissioner* is attached and contains helpful information about the ICO’s procurement process.

We appreciate your interest in this invitation, and look forward to receiving your proposal.

Sincerely,

Tikitta Suhartono

Office Manager

Table of Contents

[Instructions to Respondents 3](#_Toc471381722)

[Public Access to Information 3](#_Toc471381723)

[Executive Summary 3](#_Toc471381724)

[Submission Deadline 3](#_Toc471381725)

[Summary of Key Dates 3](#_Toc471381726)

[Submission requirements 4](#_Toc471381727)

[Cost related to proposal preparation and submission 6](#_Toc471381728)

[Respondent’s responsibility and clarification questions 6](#_Toc471381729)

[Non-collusion 7](#_Toc471381730)

[Period of validity 7](#_Toc471381731)

[Evaluation 7](#_Toc471381732)

[Award of contract 8](#_Toc471381733)

[Scope of services required 10](#_Toc471381734)

[The services 10](#_Toc471381735)

[Requirements 10](#_Toc471381736)

[Description of the environment and existing infrastructure 11](#_Toc471381737)

[Forms 13](#_Toc471381738)

# Instructions to Respondents

## Public Access to Information

Any information received, collected or used by or on behalf of the Information Commissioner’s Office under this solicitation document is subject to potential disclosure under the Public Access to Information (PATI) Act 2010. This RFP provides you with notice that the Information Commissioner treats records related to her accountability for spending public funds as a class of records and information that may be made available to the general public under the PATI Act unless. If you want the Information Commissioner to treat information in a quote, tender or contract as confidential, you will need to indicate this and identify information that you assert is confidential and explain how it falls within one of the listed exemptions under the PATI Act. Any questions regarding the collection, use, or disclosure of the information should be directed to the Information Commissioner.

## Executive Summary

The Information Commissioner’s Office (ICO) invites proposals for a managed IT service, which includes Infrastructure as a Service (IaaS) cloud services and a choice of an IT partner to implement and support the selected IT platform. The contract shall be for a period of one (1) year with the option to renew for a period not exceeding three (3) years.

The technical requirements for the managed IT service are set forth below in the Scope of Work and Appendix A.

The successful respondent will provide a managed IT service solution that meets the security and technical requirements for the ICO in the most cost-effective manner as possible. The overall goal of this RFP is to procure a secure, effective managed IT infrastructure that leverages technology to maximize the efficiency and accuracy of the ICO’s provision of services to the public.

## Submission Deadline

The proposals must be received no later than **15:00 hours ADT on 2 February 2017**. Proposals received after 15:00 hours ADT, on 2 February 2017, will be considered as ‘**NO BID**’ and ‘**VOID**’. The time stamp for proposals submitted electronically will be that of the ICO mail server. It is the respondent’s responsibility to allow sufficient time for electronic transmission and delivery, especially in the case of large files. Please note that the ICO cannot receive emails with over 10MB of files.

All proposals will be considered final. No additions, deletions, corrections, or adjustments will be accepted after the time stated above.

## Summary of Key Dates

The following schedule of activities is planned. All changes will be communicated to the respondents by addendum being posted on Government of Bermuda procurement notices webpage.

|  |  |
| --- | --- |
| Publish Request for Proposals | 5 January 2017 |
| Cut off for questions by respondents | 15:00 hours ADT on 16 January 2017 |
| ICO response to questions will be posted on the Government of Bermuda procurement notices webpage | 23 January 2017 |
| Submission deadline (Closing Date) | 15:00 hours ADT on 2 February 2017 |
| Contract (tentative) start date | 15 February 2017 |
| Contract (tentative) completion date | 20 March 2017 |

## Submission requirements

Proposals must be submitted electronically to Ms. Tikitta Suhartono, [info@ico.bm](mailto:info@ico.bm). Proposals will not be accepted by any other means. Proposals must be identified as ‘ICO Managed IT Service’ in the subject line of the email.

Late proposals will not be accepted.

Proposals must be submitted in PDF or Microsoft Office formats. Incomplete proposals will be rejected. Proposals may be submitted in multiple files and by multiple emails – please note there is a 10Mb size limit on each email.

Proposal documents must include the following information:

1. **Letter of transmittal**, containing the following information:
   1. Company legal name, address, telephone number and website
   2. Key contact person – name(s), telephone, fax, and email
   3. The Principal names and titles
   4. A brief statement of your understanding of the services to be performed and positive commitment to provide services as specified.
   5. The letter must be signed by a corporate officer or person authorized to bind the respondent to the proposal and cost schedule.
2. **General respondent information**
   1. Brief history, including year established and number of years your company has been offering managed IT services and/or IT support.
      1. Length of time in business
      2. Length of time in business of providing proposed services
      3. Total number of clients
      4. Number of full time staff and percent which are Bermudian
      5. Qualifications of your support staff
      6. Location of office which would service this account
      7. Please describe your experience with public offices
   2. Disclosure of any actual or potential conflicts of interest and any pending lawsuits.
3. **Proposal Requirements**
   1. Respondents must respond to each technical requirement and deliverable in the Scope of Services section and include:
      1. Respondent’s overall support strategy/philosophy
      2. Proposed solutions for the technical requirements in Appendix A
      3. Responses to the Vendor Questions in Appendix B (Framework and Technical Questions)
      4. Assumptions, i.e., requirements, risks, and expectations used to develop the proposal
      5. Description of how the firm is positioned to provide the services requested, with a history of experience of providing similar services (if not already described)
   2. Staffing
      1. Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project. Affirm that no employees working on the engagement have even been convicted of a felony.
      2. Name, address, e-mail address, and telephone number of any third-parties involved in the quotation and the name of the appropriate contact person(s) dealing with the matter.
      3. Provide three (3) current corporate references for which you perform similar work. At least one of these references should be comparable to the ICO in size and requirements. It is also advisable to include at least one public office, if you have any such clients.
      4. Name, address, e-mail address, and telephone number of any third-parties involved in the quotation and the name of the appropriate person(s) dealing with the matter.
      5. Description of role or element of the contract to be fulfilled by any third-party, including identification of that third-party and confirmation of acceptance by the respondent and any third parties of the conditions of the RFP.
   3. Cost of services
      1. The ICO is requesting that respondents submit itemised fees, including:
         1. initial fees and costs for set-up and installation of the server and network, as well as any initial costs for the managed IT services and conducting the migration from GOB ITO
         2. ongoing support for the managed IT services, including vendor management, and the pricing model (fixed fee, hourly rate, other)
         3. The services included in the pricing
         4. Any other costs whatsoever that could be incurred by the ICO in connection with your solution that are not explicitly identified in the RFP. Respondent’s attention is drawn to the fact that, in the event of an agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.
   4. Contract – please provide a sample copy of your company’s contract

## Cost related to proposal preparation and submission

The respondent is responsible for all costs incurred with the preparation and submission of this proposal. This includes any associated work effort, including any attendances, deliveries, collections, or research required as part of this RFP or in response to any requests for clarification, and the ICO or any other public body shall not be responsible or liable for any costs or expense regardless of the conduct or outcome of the procurement process.

The ICO is not bound to accept the lowest or any proposal submitted.

## Respondent’s responsibility and clarification questions

It is the respondent’s responsibility to ensure that it completely understands the requirements and instructions as set out in this RFP. In the event that clarification is required, respondents should submit questions via email to Ms. Tikitta Suhartono, at [info@ico.bm](mailto:info@ico.bm).

Requests for additional information or clarifications must be made by **15:00 hours ADT on 16 January 2017** at the very latest. The ICO strictly enforces deadlines and in no circumstances will requests for information or clarification be accepted after this closing time on the day in question. The ICO will not accept responsibility for any missed communications or deadlines.

The ICO has taken care to be as clear as possible in the language and terms is has used in compiling this RFP. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this documents or any other document related to this RFP, the meaning and interpretation attributed to that word or term by the ICO will be final. The ICO will not accept any responsibility for any misunderstanding of this document or any others relating to this RFP.

Every effort has been made to ensure that this document contains all the necessary information for completion of proposals. However, in the interest of equity, requests for additional information, clarification on the content of this documentation, and all other queries of substance (other than purely procedural matters) must be made in writing. Any additional information elicited will be made available to all potential respondents. Respondents should take this into account when formulating their request or query. Responses will be posted on the Government of Bermuda procurement notices webpage without disclosing who asked the questions.

## Non-collusion

The Certificate of Confirmation of Non-collusion is a mandatory requirement from all respondents. If it is later discovered that the undertakings made below have been breached at any stage of the process, the respondent will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the respondent and/or any other party involved in the matter. False submissions may also exclude the respondent, and any other person or company involved in the collusion, from involvement in future contracts with the ICO.

## Period of validity

The respondent shall abide by their proposal for a period of ninety (90) calendar dates from the submission deadline.

## Evaluation

Only proposals that are submitted in compliance with the terms and conditions set out in the instructions to respondents will be evaluated by the ICO.

A selection committee will review the respondent’s qualifications and an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation.

The criteria are:

1. Framework and technical 40%
2. Approach and methodology 10%
3. Experience, staffing and capability 20%
4. Financial analysis 30%

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of proposals will be based upon the respondent’s responsiveness to the RFP, ability of the respondent to meet the needs of the ICO, and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a successful respondent:

* Completion of all required responses in the correct format.
* The extent to which respondent’s proposed solution fulfills the ICO’s stated requirements as set out in this RFP and an assessment of the respondent’s ability to deliver the indicated services in accordance with the specifications set out in this RFP.
* The respondent’s stability, experience, and record of past performance in delivering such services.
* Ability of sufficient high quality personnel with the required skills and experience for the specific approach proposed; and the percentage of the workforce that is Bermudian.
* Overall cost of respondent’s proposal.

The ICO may, at our discretion and without explanation to the prospective respondents, at any time choose to discontinue this RFP without obligation to such prospective respondents.

The ICO reserves the right to request written clarification of respondent’s proposal during the evaluation process.

**Respondents are advised to ensure that their proposal is complete and meets all the necessary requirements**, as decision of the selection of the evaluation committee will be final in determining whether or not a proposal meets the above noted criteria.

## Award of contract

The award of the contract will be made to the respondent whose proposal receives a favourable evaluation, recommendation of the evaluation committee, and approval of the ICO accounting officer.

The ICO will award the contract to the respondent whose proposal has been determined to be substantially responsive to the RFP documents and who, in the opinion of the ICO, has offered the best proposal taking into consideration the quality of the solution proposed, price, the vendor’s capability and available resources to carry out the contract effectively, and the contractor’s schedule. This may not be the lowest priced proposal received.

The ICO does not bind itself to accept the lowest or any proposals and reserves the right to reject any proposal, and to annul the bidding process and reject all proposals, at any time prior to award of contract, without thereby incurring any liability to the affected respondent or respondents, or being under any obligation to inform the affected respondents or respondents of the grounds for the ICO’s action.

The ICO may declare the proposal void when it is evident that there is a lack of competition or there has been collusion. All proposals may be rejected if substantially higher than budget.

The final agreement is subject to both parties agreeing to the terms and conditions.

**End of instructions to respondents**

# Scope of services required

## The services

The ICO requires a hosted environment for their office, as they migrate off of their current IT configuration provided by Government of Bermuda (GOB) Information Technologies Office (ITO). The hosted environment should include Infrastructure as a Service (IaaS) cloud services and a choice of an IT partner to implement and support the selected IT platform. The contract shall be for a period of one (1) year with the option to renew for a period not exceeding three (3) years.

This migration is targeted to take place in February 2017, and the number of staff to be catered for is five (5) people.

A schematic diagram of the technical requirements for the proposed solution is depicted in Appendix A.

The proposed services should be cost effective, secure, and reliable.

## Requirements

The proposals must meet the requirements for three (3) Virtual Microsoft Windows Hosted Solution Servers (*please see the Note below on thin-client technology*) to provide the following functions that have been identified in terms of the ICO requirements for their ICT needs:

Microsoft Exchange (1); File/Print (1); Domain Controller

A further two (2) Hosted Solution Servers are required to host the selected Case Management application for ICO - WorkPro from CAS Ltd in the United Kingdom. Specifications for this application are included in the network diagram in Appendix A.

Each server is provided with the minimum CPU/RAM requirements and it is envisaged that the environment will require a total 2TB of Storage. RFP respondents are invited to present configurations to address the total requirement for the ICO, highlighting advantages of their solution(s).

High data security and availability are critical for the ICO requirements as they migrate off of GOB ITO to an independent solution. Please outline the physical security and redundancy of your proposed hosted solution and the technology used to protect the ICO’s data, as set out in the Vendor Questions in Appendix B.

*Note on thin-client technology*

The ICO also welcomes alternative configurations and pricing required to communicate with the Host using thin-client technology and configurations from their office. It is envisioned that the client workstations would be the existing office PC desktops, operating in a restricted thin-client mode – with no access to local hard drives, etc. If you choose, please provide recommended configuration and pricing for a hosted 5-user thin-client set-up as an alternative to the (fat) PC client solution above.

Ongoing support services should include:

* Support for all Network hardware, Network security, Servers and recommendations for growth and/or improvements from an infrastructure standpoint
* Problem resolution
* Software support, including working with third-party vendors to ensure the correct and secure installation of their software and initial troubleshooting
* Domain names and DNS administration

Please complete the separate Vendor Questions in Appendix B on IT infrastructure, governance, security, business continuity and performance requirements.

Please be advised that the ICO is open to receive recommended alternative solutions to deliver the same functionality, highlighting the benefits of your solution.

## Description of the environment and existing infrastructure

The following information should be used to determine the scope of this project and provide pricing for this engagement. Prospective respondents are invited to solicit further details as may be deemed necessary to submit a complete proposal.

The ICO currently has five full-time staff with varying access to files and systems. The ICO does not have any IT employees and the IT partner will need to be prepared to provide trouble-shooting for all tasks within the IT environment.

Hardware

Switch 24 port 10/100/1000 Layer 2 Switch Enterasys 800- Series

5 PCs

2 Dell laptops (offline)

Printers

[Canon ImageRunner C3325i Color Multifunction Printer](https://csa.canon.com/online/portal/csa/!ut/p/a0/hY0xDoMwDEXP0iFzDFGXbtyiZbOCoVaJEyUG1Ns3Ya8Y39PT_3a0TzsK7rygchRcK78OHx4J9W06NxjwBU3Xg4-iJHpyillxNZBynDavxUCcZ_bUuvItSqEqDrhQ3kQoN4_TjlKTf75dOAfA5whlpnLR9ne-Lmz6DLcfMCYFhQ!!/)

Internet Service Provider

Currently included with GOB ITO services

New internet service provider will need to be obtained and it is preferred that it is included the proposal.

Software

The ICO currently utilizes software accessible through the Government of Bermuda. Upon migration to an independent hosted environment, the ICO will utilise software to meet specific needs. These include but are not limited to the following:

Microsoft exchange, Microsoft Office Standard, WorkPro Case Management, Filehold Document Management, ACT! Contact Management, and Visio

Network

The ICO is currently utilizing the GOB ITO network and will be migrating onto a new network as a result of this project.

Servers

The ICO is currently on the GOB ITO servers and will be migrating onto a new solution as a result of this project.

**End of the Scope of Services Required**

# Forms

**(To be provided on the Respondent’s letterhead)**

**Request for PROPOSAL (RFP)**

**For the provision of a Managed IT Services for the Information Commissioner’s Office**

**Ref: ICO007**

(Note: all sheets form part of the tender)

**TO: Information Commissioner’s Office**

1. We confirm that we have submitted a bona fide Tender, intended to be competitive and we have not fixed or adjusted our Price by or under or in accordance with any agreement or arrangement with any other vendor.
2. Having examined the instructions to respondents, and Addendums \_\_\_\_ to \_\_\_\_ inclusive, for the execution of services, we, the undersigned, offer to execute and complete the said services and remedy any defects therein in conformity with the Conditions and Appendices for the sum(s) of:

**One year offer**

(Figures) (BMD)

(Words) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. We acknowledge that the Request for Proposal Form is part of our Proposal submittal.
2. We undertake, if our proposal is accepted, to commence the services as soon as is reasonably possible after the receipt of the Information Commissioner’s Office’s notice to commence, and to complete the whole of the services comprised in the Contract within the agreed-upon timeframe, with appropriate support and timely response from the Office of the Information Commissioner.
3. We confirm that our proposal shall remain open for acceptance by the Office of the Information Commissioner for a period of 30 calendar days from the date of this undertaking and we shall not withdraw this proposal during this period.
4. Unless and until a formal Agreement is prepared and executed this proposal, together with your written acceptance thereof, shall constitute a binding contract between us.
5. We understand that the Office of the Information Commissioner is not bound to accept the lowest or any proposal that may be received.
6. We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions and Payroll Tax fees.
7. I/We consent to the collection and use of the information I/we give to the Office of the Information Commissioner in response to the solicitation document and agree to waive any right to challenge any decision made by the Office of the Information Commissioner to disclose information. Further, I/We consent to the disclosure specifically under the Public Access to Information (PATI) Act of any information I/we give to the Office of the Information Commissioner unless, at the time of submission, I/we mark that information as exempt indicating the specific exemption provision of the PATI Act.

*Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2016*

*(Name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*(Signature) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Duly authorized to sign tenders for and on behalf of:*

*(Company) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*(Address) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Certificate of Confirmation of Non-Collusion**

**Notes for the respondent**

The essence of Open Tendering is that the Office of the Information Commissioner shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from all respondents. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

If it is later found that the undertakings made below have been breached at any stage of the procurement process, the respondent will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the respondent and/or any party involved in the matter. False submissions may also exclude the respondent, and any other person or company involved in collusion, from bidding for future contracts tendered by the Office of the Information Commissioner.

**Confirmation of non-collusion**

I/We certify that this is a bona fide proposal, intended to be competitive and that I/We have not fixed or adjusted the amount of the proposal or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We confirm that we have not received any additional information, other than that contained within the tender pack, or supplementary information provided to all respondents.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:

(a) communicating to a person other than the proposal administrator the amount or approximate amount of my/our proposal (other than in confidence in order to obtain quotations necessary for the preparation of the proposal for insurance) or

(b) entering into any agreement or arrangement with any other person that he

shall refrain from tendering or as to the amount of any proposal to be submitted; or

(c) offering or agreeing to pay or give or paying any sum of money, inducement, gift /hospitality or valuable consideration directly or indirectly to any person in relation to this proposal.

Signed

(1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

(2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_

For and on behalf of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_