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Date: July 24, 2017

Ref.: **RFQ 24-07-2017**

Subject: Request for Quotations for IT Services

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 IT services for the IFES office in Kyiv, Ukraine.

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 RFQ 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

IFES requires IT services for its representative office in Ukraine (72 Velyka Vasylykivska St., Entrance 3, 8th floor). IFES requests quotations from interested companies based on the technical specifications below.

II. Technical Specifications

IFES seeks a Local Service Provider to provide the following services to IFES:

- Install working places for newcomers
- Prepare and install standard IT environment (desktops, laptops, peripheral equipment)
- Install, configure and upgrade operating systems and software, using standard business and administrative packages Recommends and / or performs upgrades on systems to ensure longevity
- Configure and commutate network and telecommunication links
- Installs, assembles and configures peripherals such as printers, scanners and related hardware
- Pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration
- Upgrade users' hardware and software by requests or necessity
- Respond to support requests, diagnosing equipment and configuration issues with a variety of applications on desktops and laptops remotely or directly on the user-side
- Troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems
- Assist in the installation of network infrastructure equipment including cabling plants, communications backbone equipment, and telecommunications hardware
- Assist in the organization of presentations, audio- and video-conferencing (equipment setup, configuration and testing)

- Ownership, monitor and track assigned requests in IMS. Work closely with end-users to resolve specific problems. Ensure that IMS requests are completed in a timely manner. Maintain high level of end-user satisfaction. Perform other duties of a similar nature or level
- Troubleshoot problems reported by users
- Performing asset inventory activities as needed
- Works with procurement staff to purchase hardware and software.

Price schedule

Please complete the chart below with proposed UAH:

	Service	Unit	Price per unit (UAH)
1.		Hour, day, other	

Timeline

It is assumed that an IT specialist will be in the IFES Kyiv-based office in working days from 9:30 to 13:30, and also could arrive on call in case of technical problems occurred.

III. Submission Requirements

Bids must contain the following information in order to be considered:

1. Rates for every kind of services (**in UAH, exclusive of VAT**).
2. General information about the vendor's history and experience, including:
 - i. Name of vendor
 - ii. Name of contract signatory (director)
 - iii. Name of primary point of contact
 - iv. Vendor address, email address, and telephone number
 - v. Year vendor was started or established
 - vi. Summary of experience, including experience serving international organizations.
3. References: Evidence of successful completion of project of similar size and complexity (and minimum of three references).

REQUIREMENTS

Prospective contractors must submit the following information in the Response:

1. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
2. General information about the contractor's history and experience.
3. If a government, its agents, or agencies, have an ownership or managerial interest in the vendor, 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.
4. A brief outline of the vendor, including:
 - a. Full legal name and address of the vendor or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the vendor (not applicable for individuals);
 - d. Name of any individuals or entities that own 50% of more of the vendor;
 - e. Year business was started or established; and
 - f. U.S. companies must indicate if they are a registered Small Business (Woman owned, Veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)

5. 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. (if permitted by the solicitation) / No subcontracting is allowed under this solicitation.
6. Contain detailed cost in UAH and VAT exempt, with all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request.
7. Detailed description of past experiences providing similar services to international NGOs.
8. 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.
9. 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.

EVALUATION

IFES will evaluate bids based on the following criteria:

1. TIMELINE	20 %
2. QUALITY/EXPERIENCE	30 %
3. PRICE	40 %
4. REFERENCES	10 %

Evaluation Criteria Grading for Each Criterion:

Exceeds Expectations	2 Points
Meets Expectations	1 Points
Does Not Meet Expectations	0 Point

SCHEDULE OF EVENTS

Release of RFQ	July 24, 2017
Questions Due	July 26, 2017
Answers from IFES	July 28, 2016
RFQ Closes – Responses Due	August 4, 2017 by 5 PM Kyiv time

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. Natalia Tarasiuk ntarasiuk@ifes.org, with "IT services" in the subject line.

GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive Responses 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 90 days minimum.
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 RFQ 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 RFQ 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.

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 RFQ