INTERNATIONAL CENTER FOR BIOSALINE AGRICULTURE

Licensing, support and development Contract for Microsoft Navision 2013R2, Mobile App Development and IT Services

Request for Proposals

International Center for Biosaline Agriculture - ICBA is an international, non-profit organization that aims to strengthen agricultural productivity in marginal and saline environments through identifying, testing and facilitating access to sustainable solutions for food, nutrition and income security.

Procurement Section
009714336331
Procurement@biosaline.org.ae
I. GENERAL INFORMATION

1.1 Purpose

The purpose of this Request for Proposals is to select a company to serve ICBA in the following areas;

- The Enterprise Resources Planning (ERP) Systems is a single system for the International Center for Biosaline Agriculture (ICBA) staff and her divisions. The current ERP software used in ICBA is Microsoft NAV 2013R2.
- The second part of this RFP is the same company will provide mobile applications development services for ICBA. The mobile development will be part of the support contract, and the vendor should have enough experience and team to cater to both the requirements.
- The third part of this RFP includes the same company that will provide IT services mentioned in the scope of work.

1.2 Instruction to Bidders

Bidders are requested to read the bidding documents carefully to be able to submit a responsive proposal. In submitting the proposal, bidders must respect all instructions, forms and specifications contained in this bidding document. Failure to submit a proposal containing all the required information and documentation within the deadline specified may lead to the rejection of the proposal.

1.3 Deadlines

| Deadline for requesting clarifications, meeting, site visit... | 10th March, 2020 |
| Deadline for submission of proposals | 12th March, 2020 |

1.4 Packing and Labelling of proposals

Each submitted proposal must comprise a Technical offer and a Financial offer, each of which must be submitted separately. Each Technical offer and financial offer must contain at least one softcopy. Failure to respect this requirement will constitute a formal error and will result in the rejection of the proposal.

1.5 Submission of Proposals

Proposals must be submitted either by hand delivery directly to ICBA-Procurement Section or through ICBA Procurement Portal: http://procurement.biosaline.org/

To: Ms. Zareen Nyambura
Procurement Assistant
Tel: +971 4 3046331
E mail: procurement@biosaline.org.ae

Any deviation from these instructions (e.g. references to price in the technical offer) is to be considered a breach of the rules and will lead to rejection of the proposal.

1.6 Validity of Proposal

Proposals must remain valid and open for the acceptance of ICBA for 120 days from the RFP closing date. Proposals specifying a shorter acceptance period will be considered as non-responsive proposals.
1.7 Incomplete and Late Offers

Incomplete and late proposals will not be accepted. It is the bidder’s responsibility to ensure that the proposal is submitted complete, on time and in accordance with the RFP terms and conditions.

1.8 Inquiries

Bidders may submit questions in writing through e-mail to the following address and before the deadline stated in the table of tender deadlines:

<table>
<thead>
<tr>
<th>Contact name</th>
<th>Ms. Zareen Nyambura</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel. no.</td>
<td>+971 4 3366331</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:Procurement@biosaline.org.ae">Procurement@biosaline.org.ae</a></td>
</tr>
</tbody>
</table>

Any clarification issued by ICBA will be communicated in writing to all the bidders before date stated in the table above. No further clarifications will be given after the stated date.

Note: Any clarification issued by ICBA will be communicated in writing to all the bidders & will be published on ICBA- Procurement website: www.procurement.biosaline.org

Any prospective bidders seeking to arrange individual meetings with ICBA or any of its employees concerning this contract during the bidding period may be excluded from the bidding process.

1.9 Alteration of Proposals

Bidders may alter their proposals by written notification prior to the deadline for submission of proposals stated in this RFP. No proposals may be altered after this deadline.

1.10 Eligible Bidder

Bidders considered eligible to submit proposals are defined as follows:

- Entity /organization that is legally registered to do business in UAE and can provide a valid certificate of legal registration/ trade registration license.

1.11 Cost for preparing proposals

ICBA will not be liable for any costs incurred in connection to the preparation and submission of proposals even if ICBA decides to reject all the proposals or cancel the bid.

1.12 Clarification

During the evaluation process, ICBA may request additional information and samples from bidders if it is necessary for further clarifications in regard to the submitted proposal.

1.13 Evaluation of proposals

Each proposal will first be examined to determine compliance with requirements identified in this RFP:

- Company Trade License (or equivalent)
- Bidders client references
- Similar projects handled by the bidder
- Bidders experience and expertise

Only compliant proposals will pass to the technical and financial evaluation.
The proposals will be evaluated against the criteria below:

<table>
<thead>
<tr>
<th>Range</th>
<th>Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Price</td>
<td>60% Bidder’s Experience and Expertise</td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>60% Clients References</td>
<td></td>
</tr>
<tr>
<td></td>
<td>60% Similar projects handled by the bidder</td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td>40% Cost</td>
<td>40%</td>
</tr>
</tbody>
</table>

1.14 Amendments

During the proposal submission period, if ICBA decides to modify/change any requirement/s of the RFP, the modification/s shall be released through the issuance of an amendment to the RFP. Any amendment will be issued in writing and will be sent to all bidders.

1.15 Confidentiality

The entire evaluation procedure is confidential, and all proposals are for official use only and may be communicated neither to the bidders nor to any party other than ICBA.

1.16 Bid Cancellation

ICBA has the right at any stage in the bidding process to cancel the whole bid without the need to give a justified reason to any of the bidders. Bidders will be notified in writing of the cancellation.

1.17 Discussion/Negotiation

ICBA may initiate discussions should clarification or negotiation be necessary. Bidders should be prepared to provide qualified personnel to discuss technical and contractual aspects of the proposal.

1.18 Award Letter & Contract

ICBA reserves the option of contracting only for a portion of the specified project scope or of not awarding a contract to any bidder. Final approval to enter into a contract, the contract form and the scope of services to be provided pursuant to the contract, rests with ICBA. A contract may be awarded to more than one bidder based on the quality of the proposals and ICBA’s needs. Please note that an award letter is not a contract and can be withdrawn at ICBA sole discretion. Bidder’s Failure to accept the award at the time of receiving notification from the bidder will give ICBA the right to award the tender to the next bidder.

1.19 Bidder Responsibility

It is the responsibility of each bidder before submitting a proposal:

- To examine thoroughly the contract documents and other related data identified in the proposal documents.
- To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.
- To promptly notify the Procurement Section of all conflicts, errors, ambiguities, or discrepancies in or between the contract documents and such other related documents.

1.20 Governing Law and Language

This Tender is subject to and shall be construed according to the applicable laws and regulations of the United Arab Emirates. The bid documents and all notices pursuant to the provisions thereof shall be in English.
1. SCOPE OF SERVICES FOR ERP

ICBA wishes to enter a contract with a recognized Microsoft Certified Partner. The selected Partner will provide licenses and work with the ICBA team of subject matter experts to configure and support the current ERP system on the MS Dynamics NAV 2013 R2 platform. Also, the partner should be able to manage all support and development related queries for the existing system.

ICBA wishes to sign a contract based on a fixed hourly rate for support and development services for ERP and mobile applications. The development approach for ERP and mobile is an AGILE development methodology. ICBA will require to work with only those partners who can deliver based on this development methodology and project management. Waterfall and other legacy development methodologies are not encouraged and will be considered a breach of contract, which will result in termination of contract and legal action.

Only Microsoft Partners with proven experience on Microsoft Navision 2013R2 will be considered in the development and support of the ICBA ERP system.

The scope of services includes:

1. GAP/fit analysis of the existing system and provide a comprehensive technical report regarding the existing developed modules
2. Responsibility for license renewal of MS NAV from Microsoft
3. The selected partner will sign a One-year Support and Development contract. The partner should submit the number of hours every month and invoice accordingly on a monthly or quarterly basis.
4. The development methodology required for Support and Development will be AGILE. The partner can use any of the project management techniques like SCRUM, Extreme programming, Lean Software Development, and many more. But in any case, Waterfall methodology will not be used or applied on any of the development or support solutions
5. The selected partner must ensure they have a quality assurance team and every support ticket or development module will be tested internally before delivery
6. The chosen partner should be able to manage the databases of the ERP system
7. The support means in terms of ICBA:
   a. The services will include long term technical support contract or incident-based support
   b. This will include all the developed modules (Financials, Procurement, HR, Payroll and Inventory) that are part of the support contract in the current MS NAV 2012R2. There are two modules under development HR and Payroll management
   c. The services include but not limited to product installation, updates, migrations for significant releases or enhancements or modules.
   d. The selected partner should provide all necessary technical and development support, bug fixes, and patches. Any repetitive issues will not be accepted for payment
   e. All the newly developed modules or customizations will become part of the support contract automatically.
   f. The selected partner should be able to provide Support Request logging mechanism, categorization of support levels and onsite support
   g. The chosen partner should provide escalation hierarchy and profiles of the support team.

2. SCOPE OF SERVICES FOR MOBILE APPLICATIONS DEVELOPMENT

ICBA requires the selected partner should be able to develop a mobile applications as part of the service contract. The development services needed for both Android and Apple iOS platforms. The contract is based on the actual work and will be an AGILE development methodology.
The scope of services includes but not limited to:

1. Mobile application and games development.
2. Responsible for providing support after the development of the applications.
3. Mobile Application development for ICBA to enhance research and development.
4. The development methodology required for Support and Development will be AGILE. The partner can use any of the project management techniques like SCRUM, Extreme programming, Lean Software Development, and many more. But in any case, Waterfall methodology will not be used or applied on any of the development or support solutions
5. The selected partner must ensure they have a quality assurance team and every support ticket or app development must be tested internally before delivery.

3. SCOPE OF SERVICES FOR IT SERVICES

ICBA requires the selected partner will be able to provide IT services.

The Scope of Services for AVAYA Network Support Contract

The selected partner shall provide maintenance and support services under a service contract in accordance with the Conditions of Maintenance and the following.

1. The services shall include routine, periodic and milestone maintenance and servicing to ensure the safe, continuous and efficient operation of the equipment. In general, the meaning of routine, periodic and milestone maintenance and servicing will be provided as recommended by manufacturer of the equipment or system
2. When ICBA reports a fault in the Equipment to selected partner by using specified call logging contact details, selected partner will respond in accordance with the appropriate service by.
   a. Providing advice by telephone, including advice, where appropriate, as to checks to be carried out by ICBA IT team
   b. Where possible, carrying out remote diagnostic checks or
   c. Visiting the Site, diagnose and clear the fault
   d. Without undue delay selected partner will take all proper steps to correct the fault
   e. The Remedial Maintenance includes replacement or repair of faulty parts as appropriate in accordance with the provisions of this Contract.
   f. Whenever required the faulty parts will be replaced from the spares stock at selected partner’s warehouse
3. Quarterly preventive maintenance check will be carried on the system, System backups will be saved at ICBA local servers and selected partner’s site as well
4. All software/hardware/firmware problems will be resolved on best effort basis.
5. All resources from selected partner will be used efficiently to ensure a best quality response and quick problem resolution on highest priority
6. Selected partner will use new parts or parts equivalent to new parts in providing replacements and repairs.
7. Details of equipment for which service is required.

<table>
<thead>
<tr>
<th>P/N</th>
<th>Description</th>
<th>QTY</th>
</tr>
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<tbody>
<tr>
<td>270395</td>
<td>DL120G7 SRVR IPO RII + SE EXP for Midmarket</td>
<td>1</td>
</tr>
<tr>
<td>270397</td>
<td>IP OFFICE RII + SERVER EDITION LICENSE LIC:DS</td>
<td>2</td>
</tr>
<tr>
<td>700476005</td>
<td>IPO IP500 V2 CNTRL UNIT</td>
<td>1</td>
</tr>
<tr>
<td>700479702</td>
<td>IPO IP500 V2 SYS SD CARD AL</td>
<td>1</td>
</tr>
<tr>
<td>700476013</td>
<td>IPO IP500 V2 COMB CARD ATM</td>
<td>2</td>
</tr>
<tr>
<td>700431778</td>
<td>IPO IP500 EXT CARD PHONE 2</td>
<td>1</td>
</tr>
<tr>
<td>700504031</td>
<td>IPO MC VCM 32 V2</td>
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<tr>
<td>700417439</td>
<td>IPO IP500 TRNK PRI UNVRSL SNGL</td>
<td>1</td>
</tr>
<tr>
<td>215185</td>
<td>IP OFFICE LICENSE IP500 UNI PRI ADD 22 EI CHANNELS UC</td>
<td>1</td>
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</table>
The Scope of Services for CISCO Support Contract

Selected partner will provide ICBA, with Support Services for the Cisco Hardware & Software. The parent will be responsible for the renew the Smartnet and license and support services include and covers all the cisco products the items listed below:

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Item Name</th>
<th>Device</th>
<th>Specifications</th>
<th>Serial No.</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>CISCO SWTICHES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>WS-C3650-48FD-L</td>
<td>Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplink LAN</td>
<td>Cisco Catalyst 3650 Smartnet</td>
<td>FDO1945P02D</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>WS-C3650-48FD-L</td>
<td>Cisco Catalyst 3650 48 Port Full PoE 2x10G Uplink LAN</td>
<td>Cisco Catalyst 3650 Smartnet</td>
<td>FDO1930E1PV</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>L-C3650-RTU=</td>
<td>Electronic SW License for C3650 Switches</td>
<td>FDO1945P02D</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>L-C3650-RTU=</td>
<td>Electronic SW License for C3650 Switches</td>
<td>FDO1930E1PV</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>L-C3650-48-L-S</td>
<td>C3650-48 LAN Base to IP Base Electronic RTU License</td>
<td>FDO1945P02D</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>L-C3650-48-L-S</td>
<td>C3650-48 LAN Base to IP Base Electronic RTU License</td>
<td>FDO1930E1PV</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>SLM2048T-EU</td>
<td>Cisco SG200-50 50-port Gigabit Smart Switch</td>
<td>Cisco Smartnet</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>CISCO2901/K9</td>
<td>Cisco 2901 w/2 GE,4 EHWIC,2 DSP,256MB</td>
<td>Cisco Smartnet</td>
<td>FCZ1420C0AB</td>
<td>1</td>
</tr>
</tbody>
</table>
1. The selected partner will provide maintenance services 8 x 5 x next business day response.
2. The selected partner will be responsible for the remedial maintenance consists of those functions required to repair a malfunctioning piece of equipment and return it to its "Good Operating Condition".
3. The selected partner will be responsible for replacement equipment and will install replacement equipment on an exchange basis.
4. The selected partner will be responsible to do any required configuration changes in the above-mentioned equipment and software in order to solve a specific malfunctioning problem.
   a. The selected partner will have access to Proxima Networks and Cisco's Global Technical Assistance Center to resolve any network operational malfunctioning that might require changes in the configuration of the Equipment or troubleshooting of Supported Software problems
5. The selected partner will be responsible to perform maintenance Services in a timely and professional manner by qualified maintenance technicians familiar with the equipment and its operation
6. The selected partner will be responsible to provide the support telephone number, support email address, and access to the support web portal (if any)
7. The selected partner will be responsible to respond on any suspected reported error and will analyze the information provided by the ICBA IT team and will classify the error. The
partner will be responsible to resolve any major inherent malfunction or error in equipment or replace the malfunctioning equipment or any software configuration issues.

The Scope of Services for IT Helpdesk Engineer

1. Support helpdesk operations for the end users, including troubleshooting of computers, applications installation and troubleshooting, hardware installation and troubleshooting.
2. Provide support on the installation of new computer systems and software.
3. Provide support for active directory users and group management. Email creation on office 365.
4. Provide support on Office 365 installation on end-user PCs.
5. Provide support in maintaining the IT items inventory.
6. Provide support in monitoring the network and networking infrastructure.
7. Provide support in maintenance tasks related to datacenter.
8. Provide support in installation of new AVAYA phone and creating extensions.
9. Provide support in monitoring the backup systems and taking daily backups.
10. Monitoring and maintenance of UPS system.
11. Provide support to the end-user on configuring SharePoint and one drive connectivity on the end-user PCs.
12. Provide support on maintaining the logs of the backup server, AVAYA system and event logs of the critical servers.
13. Provide support in maintaining VMware ESXi hosts and able to create VMs.
14. Provide support in maintaining Veeam Backup Solution.
15. Provide support in maintaining the Private cloud infrastructure.
16. Install, configure, upgrading and troubleshooting all types of PCs and peripherals.
17. Any task deemed necessary and assigned by the ICBA management.

The Scope of Services for IT Specialist

1. Manage all aspects of Centers Computer activities, including software and hardware, information technology management, and staff training.
2. Manage and develop the design, and implementation of new applications and changes to existing computer systems and software packages.
3. Manage all IT helpdesk operations and support for all computing needs and systems of the center’s projects.
4. Manage and develop IT strategic plans, policies, programs, and schedules for computer services, network communications, to accomplish center goals and objectives.
5. Manage and support implementing the objectives of the IT needs of the center to ensure the IT services are responsive to the needs of the center’s growth and objectives.
6. Manage vendors and contractors, develop RFP for IT projects.
7. Maintain and manage application licenses and renewals.
8. Evaluate overall operations of Computing, IT services, and functions and recommend enhancements.
9. Manage, monitor and maintain following Hybrid Cloud infrastructure services and servers:
   a. Install, configure, maintain and manage VMware ESXi hosts.
   b. Install, configure, maintain and manage VMware V-Center Server to manage...
VMware HA, DRS cluster at IBM cloud and on-premise VMware hosts
c. Manages Network configurations on IBM cloud infrastructure
d. Manage Block storages at IBM cloud and DAS storages
e. Install and Manage and Windows Server; install security patches and updates
f. Manage Cisco Firewalls ASA 5516 with firepower services, Routers and switches.
g. Manage Active directory services and sync services with Office 365
h. Configure and manage Office 365 services.
   i. Exchange Online  
   ii. Advanced threat protection (ATP)  
   iii. Spam and Quarantine management  
   iv. End Point protection  
   v. Intune services  
   vi. SharePoint Intranet Site  
   vii. One Drive management  
   viii. Office 365 Security and Compliance Center  
   ix. Microsoft Teams  
   x. Many additional applications
i. Configure and manage the Veeam Backup solution and ensure the integrity of the backup data.
j. Manage Microsoft Navision 2013R2 – ERP software – for ICBA
10. Manage AVAYA VoIP network
11. Develop and maintain well documented technical documentation showing details related to the center’s networking, IT infrastructure, private cloud and all critical services.
12. Keep a record of security reports, event logs, backup logs, AVAYA system logs or any logs in the case to present upon request of management
13. Must conduct a Vulnerability scan of critical servers every quarter and implement security patches according to the scan report
14. Monitor and Maintain UPS system
15. Install, configure and manage Linux operating system for web servers and MySQL databases
16. Configure and manage antivirus server to secure servers and client machines.

The Scope of Services for Knowledge Hub Specialist

1. Manage ICBA’s online presence and ensure the relative, quality content is added continuously on ICBA’s website (internal and external) and on social media platforms. Develop SEO strategies to improve keyword ranking and ensure their consistent implementation
2. Oversee the design, development, data gathering and management of ICBA’s Knowledge Hubs. This includes:
   a. Carrying regular needs assessment of the stakeholders the different Knowledge Hubs is targeting to gain insight into their needs and how ICBA Knowledge Hubs can best serve their needs
   b. Overseeing the selection of the appropriate platform that provides the tools needed to meet the requirement both the Knowledge Hubs and the Communities of Practice under it
   c. Seeking and identifying sources of technical content available within the ICBA team that is relevant to the stakeholders and design innovative means to include it. When needed, commission technical experts for additional content
d. Provide project, and data management expertise in the development, testing and launch of new information products. Ensure that quality of content is cleared by the editorial process.

e. Coordinate peer review of expert contributions to the Knowledge Hub to ensure quality and accurateness.

f. Develop strategic and attractive ways to make information readily available to online visitors while ensuring that all the knowledge hubs are well structured, interactive, easy to navigate, with a consistent tone and conform to ICBA’s branding when applicable.

g. Conduct quality assurance audits of content providers, processes, and content outputs.

h. Track and report on strategically significant Knowledge Hub and Communities of Practice metrics.

3. Primary responsibility for establishing new digital platforms for ICBA works such as podcasts, webinars and webcasts, plus slide share, You Tube etc. Ensure that these facilities are actively used to promote ICBA’s achievements and events.

4. Supervise the maintenance of the contact lists to ensure that they are continuously in order and provide an effective tool for various ICBA targeted campaigns.

5. Design an effective system to ensure that the ICBA Website and Knowledge Hubs are continuously updated and that there is an engaging discussion going on under the communities of practice.

6. Maintain a base level of understanding across a range of useful technologies needed to maintain and grow healthy and popular Knowledge hubs (i.e web systems, CMS, cloud storage, open data access, SEO optimization, google analytics, webinars, podcasts etc...). Learn and understand the many different work processes that interact with the web systems.

7. Research and keep up to date with the latest technological developments and assess and report on the benefits of alternative technologies/platforms that would increase engagement and improve content dissemination. Learn new technologies as the need arises.

8. Provide recommendations to senior level management on the use of new tools and platforms. When needed manage the development of targeted apps (i.e. farmer friendly mobile messaging use local dialects, actionable video instructions).

9. Provide support and technical maintenance of ICBA’s existing web sites and systems.

10. Track and report on strategically significant website and social media metrics.

11. Coordinate with the Communications Assistance to ensure that all relative material, events or links from the Knowledge hubs and Communities of Practice are downloaded on ICBA’s social media platforms.

12. Provide training and mentoring to ICBA staff of the platforms ICBA is using and develop training manuals.

13. Participate in and support Division functions as requested and required by the Director of Partnerships and Knowledge Management.