



**INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE**

**TENDER NOTICE**

Tender Reference No: 2024-11-064

Assignment Name: AWS Environment Maintenance and Technical Support Services

Project Name: AWS Maintenance and Support Services

**Deadline for Submissions:** Proposals must be submitted on or before **23:59 (CET), 5<sup>th</sup>December2024**. Late submissions will not be considered for evaluation.

**Address for Submissions:** E-mail: [tendersubmissions@idea.int](mailto:tendersubmissions@idea.int)

This email address is set up with auto-response to acknowledge emails received. In the event that you did not receive an autoreply, please send a text message **prior to the deadline for submission (NO CALLS, CALLS WILL NOT BE ANSWERED)** to this number **+46725375735**. In your text message, please provide the following:

- Tender reference no. and title
- Email address you used for submission
- Date and Time, you sent your submission (e.g. 01 December 2021, **12:30 CET**)
- **Please also send the above information to [tender@idea.int](mailto:tender@idea.int) before the deadline for submission.**

**Format for Submissions:** Proposals must be submitted by email. Technical and Financial proposals must be submitted in separate files and marked accordingly. **Price should not be mentioned in the Technical Proposal.**

**The following text should be put in the subject field of the email:**

**Tender No. 2024-11-064 Technical and Financial Proposals – Do not open before 23:59 (CET), 5<sup>th</sup>-Dec-2024.**

**Email Address for Clarifications:** E-mail: [tender@idea.int](mailto:tender@idea.int)

Clarifications may be requested via e-mail no later than **Monday 25<sup>th</sup>November2024** prior to the submission deadline at the above email address. Note a response to a request for clarifications will be issued to all tenderers on our website <http://www.idea.int/>. Therefore, tenderers are advised to check the website regularly during the process.

**Note:** there are two different email addresses as outlined above, one to be used for Submission of your final proposal and the second one to be used for clarifications and other related correspondence.

# REQUEST FOR PROPOSALS

## Section 1 General Information

- 1.1 The International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organization established in 1995, with member states across all continents, which aims to support sustainable democracy world-wide and assist in the development of institutions and the culture of democracy. At the interface between research, fieldwork and the donor community, IDEA provides a forum for dialogue, builds networks of experts, develops training materials and provides strategic advice at international, regional and national level, cooperating with a range of organizations.
- 1.2 International IDEA now invites proposals from qualified consultants (firms, organizations, individuals) for AWS Environment Maintenance and Technical Support Services. The services include maintenance and technical support for its AWS cloud environment. Key responsibilities include optimizing EC2 and ECS instances, managing deployments with Docker, implementing security measures, monitoring system performance, and ensuring compliance with the AWS Well-Architected Framework. Regular reporting and adherence to service level agreements are required to maintain application availability and security. A detailed description of the assignment is provided in the Terms of Reference attached to this Request for Proposals.
- 1.3 Tentative timeframe: It is anticipated that the services will commence on **1<sup>st</sup>-January-2025** and they will have to be completed before **31<sup>st</sup> -December-2029**

## Section 2 Preparation of Proposals

### Essential Requirements

- 2.1 Language: The official language for the proposal, contract, reports and any other documents in relation to the assignment is English.
- 2.2 Required experience: Eight years' experience in managing and supporting AWS and web cloud services.
- 2.3 The proposal should provide the following information:
  - (i) **Company profile and documented experience:**
    - a. Company profile includes all relevant registration documents.
    - b. A summary of relevant projects, detailing experience with AWS-based environments, particularly the deployment and maintenance of EC2, ECS, Docker containers, and GitHub code repositories.
    - c. Copies of relevant certifications or qualifications related to AWS, DevOps, and cloud environment management, demonstrating knowledge of the AWS Well-Architected Framework and industry standards.
    - d. Resumes of key team members who will be involved in the project, highlighting expertise in proactive monitoring, security management, incident response, and quality assurance practices.
    - e. A description of the quality assurance processes and security measures, detailing how they ensure performance, stability, and adherence to security standards in similar projects.
  - (ii) **Reporting and Deliverables Documentation:**
    - a. Examples or templates of monthly and ad hoc reports, including sections on system performance, incident/problem management, and optimization activities, to demonstrate the proposed reporting structure.
    - b. A plan outlining how all deliverables in the (TOR) will be met, including system configuration documentation, tested backup and disaster recovery plans, security documentation, and version control management.
    - c. A document detailing the approach to adhering to SLAs, specifically outlining response times and resolution strategies for Tier 1 and Tier 2 support levels as specified in the TOR.

**(iii) References and client feedback:**

- a. Testimonials from 3 clients, and clients full contact details (name, designation, email address, organization, telephone number) of similar assignments.

**(iv) A completed and signed declaration of honour form**

**Financial Proposal**

- 2.4 The price broken down in fee (showing unit rates and input) and incidental expenses likely to be incurred.

No of days per month	A
Rate per day	B
Cost per month	AxB
Cost per year	12(AxB)

**Section 3 Submission of Proposals**

- 3.1 Proposals should be submitted in electronic format by e-mail. Technical and Financial Proposals must be submitted in separate files and marked accordingly. The full details on how to submit proposals is under Tender Notice at the beginning of this document.
- 3.2 Proposals must remain valid for at least 90 days following the deadline for their submission stated under the Tender Notice. Should there be any unexpected delays in the tendering process, International IDEA will treat the proposals as valid until the tender process and evaluation of proposals has been completed. During this period, the consultants are expected to keep available the professional staff proposed for the assignment.

**Section 4 Evaluation of Proposals**

**Technical Evaluation:**

- 4.1 The proposals will be evaluated and scored against the following technical criteria with respective corresponding weights:

**(i) Technical Expertise (70 Points)**

i. Experience and Expertise

Experience in managing AWS-based environments, including the deployment and maintenance of EC2, ECS, Docker containers, and GitHub code repositories as described in the Scope of Work.

ii. Knowledge and Application of Industry Standards and Frameworks

Knowledge and application of the AWS Well-Architected Framework and other industry standards for performance, security, and stability.

iii. Quality Assurance and Expertise of Team

Team members' experience and qualifications in areas such as proactive monitoring, security management, incident response, and quality assurance practices.

**(ii) Reporting and Deliverables (15 Points)**

i. Regular Reporting Structure

Providing regular monthly reports and ad hoc reports as required, covering system performance, incident and problem management, and optimization activities.

ii. Compliance with Deliverables

Meet all deliverables outlined in the TOR, including system configuration documentation, tested backup and disaster recovery plans, security documentation, and version control management.

iii. Responsiveness and Adherence to SLAs

Responding to and resolving incidents within defined Service Level Agreements (SLAs), especially for Tier 1 and Tier 2 support levels as specified in the TOR.

**(iii) Client References (15 Points)**

i. Relevant Client References

References from clients in similar AWS-based maintenance and support projects.

**The maximum technical score (T) is 100 points. To proceed to the financial evaluation, the technical proposal must score 80 points.**

**Financial Evaluation:**

- 4.2. The financial proposals will be verified and, if necessary, adjustments will be made to the prices to ensure consistency with the technical proposals in terms of work input and to eliminate arithmetical errors.
- 4.3. The corrected prices will then be converted to the currency of evaluation to obtain the evaluation price **(E)**. **The exchange rate is the IDEA monthly exchange rate.**
- 4.4 The currency used for evaluation is EURO.
- 4.5 The financial scores (F) will be computed as follows:

The lowest evaluation price proposal ( $E_m$ ) will be given a financial score ( $F_m$ ) of 100 points.

The financial scores of the other proposals will be computed applying the formula:

$$F = 100 \times E_m / E, \text{ where: } \begin{array}{l} E_m \text{ is the lowest evaluation price, and} \\ E \text{ is the evaluation price of the proposal under consideration.} \end{array}$$

**Consolidated Technical and Financial Score:**

- 4.6 The final consolidated scores (S) will be computed by applying the formula:

$$S = t \times T + f \times F, \quad \text{where: } \begin{array}{l} t \text{ is the weight given to the technical score} \\ f \text{ is the weight given to the financial score} \end{array}$$

- 4.7 The weights given to the technical and financial scores are:

The weights given to the technical and financial scores are:

$$t = 70\%$$

$$f = 30\%$$

- 4.8 The consultant ranked highest will be invited to negotiate the contract and if negotiations are successful the selected consultant will be awarded the contract. Should the negotiations fail; the second ranked consultant will be invited to negotiations.
- 4.9 International IDEA reserves the right during the negotiation stage to vary at the time of award of contract, the quantity of services and/or goods, or scope of work by up to a maximum of twenty-five per cent (25%) of the original TOR. This negotiation will not permit any changes to unit fee rates or other terms and conditions outlined in the tender proposal.
- 4.10 International IDEA reserves the right to directly award a follow up contract to the contractor selected for the tender to carry out potential future work related to this initial assignment. This will depend on satisfactory delivery of the tender assignment.

## **Section 5      Final Considerations**

- 5.1 International IDEA will not be bound to select any of the proposals.
- 5.2 The following documents are enclosed with this Request for Proposals:
  - Terms of Reference
  - Declaration of Honour Form
  - General terms and conditions
- 5.3 Further information on International IDEA may be found on our website <http://www.idea.int/>
- 5.4 Both the successful and unsuccessful bidders will be notified in writing following the completion of the evaluation and contract award process.

Complaints regarding any aspect of the tender process should be addressed in writing to both the Internal Auditor and the Executive Director at International IDEA. The address is [tender.complaints@idea.int](mailto:tender.complaints@idea.int)