

REQUEST FOR QUOTATIONS TO PROVIDE ICT HELPDESK SERVICE, WEBSITES MAINTENANCE AND PREVENTIVE MAINTENANCE SERVICES OF IT INFRASTRUCTURE AT REMPEC

RFQ: REM_Quote 03/2024

Closing Date & Time: 01 April 2024, midnight (Malta time).

This Request for Quotations runs through 13 pages excluding this cover and bidders are advised to read it thoroughly and present it, in its entirety.

Contents

1. Context.....	2
2. Objective.....	2
3. Criteria for Assessment of the Quote.....	2
4. Scope of Work.....	3
5. Service Level Agreement (SLA).....	4
6. Pricing.....	5
7. Staff Liability.....	5
8. Instructions for Submission.....	5
9. Financial Bid.....	6
ANNEX I.....	7
ANNEX II.....	8
ANNEX III Questionnaire.....	9
ANNEX IV Non-collusive Quotation Certificate.....	12
ANNEX V Details of Bidder.....	13

Request for Quotations for ICT Helpdesk Service, Websites Maintenance and Preventive Maintenance Services of IT Infrastructure at REMPEC

1. Context

The Regional Marine Pollution Emergency Response Centre for the Mediterranean Sea (REMPEC) is a Regional Activity Centre established in Malta in 1976 within the framework of the Mediterranean Action Plan (MAP) of the United Nations Environment Programme (UNEP), with a view to co-ordinating the activities of the Mediterranean coastal States related to the implementation of the Prevention and Emergency Protocol to the Barcelona Convention for the Protection of the Marine Environment and the Coastal Regions of the Mediterranean Sea. The Centre is operated by the International Maritime Organization (IMO) and is hosted in Malta at offices situated at 'Sa Maison Hill, Floriana, made available by the Government of Malta.

The Centre is an international institution regulated by the rules of the United Nations system and, as such, is entitled to the benefits of the Convention on the Privileges and Immunities of the Specialized Agencies of the United Nations.

Currently REMPEC has a staff compliment of 10 officers who are stationed in Malta but also travel extensively. The Centre implements a paperless office policy, and all data is stored on Microsoft SharePoint online.

More details about REMPEC's IT Infrastructure, Websites and Hardware are provided in ANNEX I.

2. Objective

The Centre is currently in the process of renewing its ICT Helpdesk Service, Websites Maintenance and Preventive Maintenance Services of IT Infrastructure contract and is calling for submissions from interested IT services companies.

The service provider will be required to ensure that the IT infrastructure at REMPEC is maintained in good condition and users are able to access all resources without any problem.

The Centre will award a three (3) year contract for ICT Helpdesk Service, Websites Maintenance and Preventive Maintenance Services of IT Infrastructure, with possibility of renewal subject to the agreement of both Parties in writing.

3. Criteria for Assessment of the Quote

Each submission will be assessed first on its technical merits and subsequently on its pricing policy. In making the final decision, REMPEC considers both technical and financial aspects. The Evaluation team first reviews the technical aspects of the offer, followed by review of the financial offers of the technically compliant submission. The submission obtaining the highest overall score after adding the scores for the technical and financial proposals together, that offers the best value for money will be awarded the contract.

REMPEC will evaluate and assess the submissions of the interested applicants upon a set of criteria, as provided in the Evaluation Sheet, contained in ANNEX II. These include:

1. Affiliation to International Bodies and recognized quality assurance certification.

2. Track record and experience in the provision of such ICT services (provide reference letters of previous experience with software and technologies). The company should possess at least 5 years proven experience in providing ICT helpdesk services, websites maintenance and preventive maintenance. Previous work experience with UN/EU agencies and government agencies would be an advantage. The company must demonstrate ability to mobilize required resources. All submissions must be accompanied by at least three copies of similar assignments undertaken in the past 5 years.
3. Size of Company and number of employees directly employed with the Company. The contractor must submit along with the proposal, a list of qualified technicians who would be deployed to work under the contract and must attach their latest CVs.
4. Type and skill-mix of employees, including number of full-time support personnel on their books as well as their qualifications and experience. All assigned technicians must have at least 2 years or more professional experience in ICT field and preferably have ICT related academic background of at least Bachelor's degree (MQF Level 6).
5. Calibre of references and reputation of the Company.
6. Financial strength and viability of the Company.
7. The ability of the Company to provide a 24/7 (in case of emergency) service to REMPEC.
8. The ability of the Company to assist REMPEC with the successful implementation of the scope of work, provided below.
9. The Company's pricing policy for providing the various services. The evaluation will be evaluating the cost effectiveness of the proposal.
10. The Company's proposed approach to delivering the services required.

4. Scope of Work

The Services required under this request are as follows:

The Centre relies on the good working order of its IT infrastructure, at the premises and remotely as officers go abroad on mission on a routine basis and depend on the performance of the mobile and computer hardware connected on Cloud (Microsoft SharePoint and One Drive) and on its capacity to inter alia connect remotely to files and emails. It also relies on its websites to maintain a good information system for its Contracting Parties and the general public.

In this respect the contractor shall ensure that all electronic hardware is set up and maintained properly, software is updated as per software publishers' recommendations particularly as regards security updates and antivirus software, and that all necessary means are taken to prevent disruptions of service.

In general, the Contractor will be required to provide the following support services:

- i. Maintenance and troubleshooting problems related to IT related hardware (laptops, smart phones, printers, wifi);
- ii. Support and maintenance/upgrade of software (operating system and standard applications). Perform virus scanning, security updates, back up, etc. The Centre has a strict policy of complying with licenses requirements. Contractor to maintain a log of such

licenses and alert the Centre in writing to renew licenses, if and when necessary. The use of open software is also encouraged;

- iii. Provide advice in the reorganization of SharePoint and propose architecture elements to implement an efficient site hierarchy, data governance, administration and editing privileges and related taxonomy;
- iv. Liaise, as necessary, with third parties, such as suppliers and software development contractors to provide the best products or solutions that cater for REMPEC's needs;
- v. Provide helpdesk service to staff whenever required and on 24/7 basis (in case of emergencies);
- vi. Installation of IT equipment, including setting up of new accounts and management of the Centre's user accounts;
- vii. Perform preventive maintenance services (checking, dusting/cleaning) of all equipment, which may be required, to ensure optimal performance of ICT systems;
- viii. Support in clean-up of laptops and other ICT equipment, as and when required;
- ix. Implement cybersecurity measures and ensuring data security;
- x. Conduct regular backups and ensure data recovery procedures are in place;
- xi. Provide general and evolutionary maintenance of websites and intervention for any malfunction;
- xii. Updating and upgrading of websites through the development of new functionalities and modification of existing ones;
- xiii. Provide a ticketing/log system where all requests can be logged and progress followed;
- xiv. Provide any other ICT support services deemed necessary for the smooth operation of the Centre.

5. Service Level Agreement (SLA)

The contractor must adhere to the following SLA:

- Response time for support requests within 24 Hours;
- Resolution time for critical issues within 2 Hours;
- Availability for preventive activities within 3 days;
- Procedures for escalation of unresolved issues;
- Designation of a contact person within the company to be available on 24/7 (in case of emergency). REMPEC is to be informed of any change in contract's designate contact person and technicians' team in writing.

6. Pricing

The quotation should exclude VAT and include a clear, comprehensive and detailed description of the pricing plan. The Centre has a preference for a flat, all-inclusive charge. However, other formulae may be considered.

The flat rate should be broken down to show the detail for the following:

Resource costs

- Total payable to each technician on call;
- Total payable to each technician fixed hours;
- Contractor's fees;
- Any other costs.

7. Staff Liability

The contractor assumes full responsibility for its personnel during the conduct of the contract. REMPEC will not be responsible for any accident, injury and or death of person/s hired while performing duty and any compensation will not be paid by REMPEC. To this effect, the employees of the contractor to be engaged on the contract must be at least covered by accident insurance. The final contract is subject to submission of proof of insurance documents of these employees.

The Contractor shall be liable for damage to REMPEC's office equipment used by contractor's technician team.

8. Instructions for Submission

8.1. Clarifications:

Requests for clarifications should be addressed to procurement@rempec.org by not later than **22 March 2024, 5pm (Malta time)**.

REMPEC will reply to any request for clarification in strict compliance with the equal treatment principle. Provided that they have reached REMPEC before the abovementioned deadline, requests will be answered by email and circulated to all companies invited to submit quotations.

Site visits may be arranged by appointment only.

8.2. Contractor's Submission

The submission should detail which procedures the contractor has in place on his side to efficiently provide the requested IT and Website support and maintenance services to REMPEC. The Centre will consider all frameworks; however, a designated interlocutor is preferred. The quotation will also detail the time-frame of the interventions and answers to requests for support.

9. Financial Bid

Quotation Title: Request for Quotations for ICT Helpdesk Service, Websites Maintenance and Preventive Maintenance Services of IT Infrastructure at REMPEC

Reference Number: REM_Quote 03/2024

Item No.	Description	Detailed description of services provided	Price per hour, per technician	Total including Taxes/Charges, other Duties & Discounts <u>BUT</u> Exclusive of VAT €
1	Technician on call			
2	Technician fixed hours			
3	Contractor's fees			
4	Additional Costs			
	GRAND TOTAL INCLUDING TAXES/CHARGES, OTHER DUTIES & DISCOUNTS BUT EXCLUSIVE OF VAT			

ANNEX I

1. REMPEC's IT set-up and specifications

1.1 Hardware

The Centre is constantly reviewing and renewing its hardware which presently consists of the following:

1.2 Network infrastructure

The building is completely covered by Wi-Fi. Connection to the Internet is ensured through an ADSL link (optic fiber). Websites are hosted externally to the server of REMPEC's partner or contractors.

1.3 Websites

REMPEC developed and introduced technical and decision support tools, including the website of the Centre ([REMPEC](#)), the website of the Mediterranean Network of Law Enforcement Officials working to MARPOL ([MENELAS](#)), the Mediterranean Oil Spill Waste Management Decision Support Tool ([Waste Management](#)), the Mediterranean Integrated Geographical Information System on Marine Pollution Risk Assessment and Response ([MEDGIS-MAR](#)), the Maritime Integrated Decision Support Information System ([MIDSIS TROCS](#)), the Mediterranean Emergency Reporting System Mediterranean Emergency Reporting System ([MedERSys](#)), as well as the website of EU-funded project on Preparedness for Oil-polluted Shoreline clean-up and Oiled Wildlife interventions ([POSOW](#)). All websites run on Plone as a Content Management System (CMS).

All websites, except POSOW, are hosted on INO-RAC ([INFO RAC](#)) servers, based in Italy. It should be noted that INFO-RAC committed to assure the minimum level of maintenance of the REMPEC websites hosted on their server. INFO-RAC guarantees the maintenance of these websites (e.g. update of plug-in and patches to the latest version as well as intervention in case of crash to recover the websites). INFO/RAC targets a 99,7% availability of these websites.

1.4 Laptops/Desktops

All staff are equipped with laptops that are used daily as well as during missions abroad. In office they are connected to docking-stations and double monitors. All laptops run Windows 11.

All staff use Office 365 Business Premium 2016 package (Office 2016, Teams, One Drive, Sharepoint, etc.), Teams, Google Chrome, Internet Explorer or Firefox are used as browsers.

There is one (1) desktop HP Prodesk 400 G4 available at REMPEC at the moment, which is used for information purposes only.

1.5 Miscellaneous

The Centre's work is carried out in a multi-cultural environment and it has two (2) official working languages: English and French. It operates in the whole Mediterranean basin. In this respect, keyboards, operating systems and software may be in English or French, and occasionally in Arabic. IT Support and services will be provided in English.

ANNEX II

REQUEST FOR QUOTATIONS TO PROVIDE ICT HELPDESK SERVICE, WEBSITE MAINTENANCE AND PREVENTIVE MAINTENANCE SERVICES OF IT INFRASTRUCTURE AT REMPEC

EVALUATION WEIGHTING CRITERIA

Criteria	Score
Comprehension	10
Proposal presentation	5
- Form	2.5
- Comments or Understanding & completeness of submission	2.5
Organisational Profile	5
- Strong knowledge of ICT related matters	2
- Previous work experience	2
- Financial Stability	1
Methodology	55
Quality of proposed approach and methodology	20
- Risk assessment – recognition of the risks/challenges and mitigation measures to be implemented	5
Quality of proposed implementation plan i.e. how the bidder will undertake each task and time schedules	20
Quality of proposed ticketing system	10
Personnel	10
- Qualifications	3
- Professional Experience	2
- Gender Balance	3
- Organisation of team and roles	2
Technical proposal total score	75
Threshold	60
Financial proposal score	25
Total	100
Comments	

**ANNEX III
QUESTIONNAIRE**

1.0 Name of Company

2.0 Address

3.0 Registered Company Number

4.0 Telephone Number

5.0 Fax Number

6.0 E-mail address

7.0 Business details
(List products/services provided)

8.0 Company status (Privately Owned Ltd. PLC, etc.)
Attach copy of latest List of Directors from the Registrar of Companies

9.0 Year when the Company was founded

10.0 Is the Company part of a Group? If so, what Group: (please send details of Group structure)

11.0 Moreover, please include a copy of the last audited accounts.

12.0 Indicate the number and classification of employees directly employed in the IT services sector of the Company. For each employee, please specify job, title, qualifications and whether on full-time or part-time employment.

--

13.0 Three (3) references for the Bidding Company

Client name and Contact details:

In filling up the above references, it is hereby understood that REMPEC is free to contact any of the references detailed for further information required. In this respect the Prospective Supplier should ensure the Contacts' agreement to such an approach by REMPEC.

14.0 Confirm that bidder is ready to comply with all requirements contained in Request for Quotations RFQ: **REM_Quote 03/2024**.

YES	NO
-----	----

15.0 Detail any affiliation to international bodies and recognised quality assurance certification.

16.0 Detail the Company's experience in the IT sector and describe your approach to ensuring that REMPEC is always provided with a tailored service with the best value for money.

17.0 The Regional Marine Pollution Emergency Response Centre for the Mediterranean Sea (REMPEC) is a Regional Activity Centre and operated by the International Maritime Organization (IMO) in London. The Centre abides by the IMO Procurement rules and therefore it is understood that the bidder will be in agreement with the terms and conditions of REMPEC and IMO. The said terms and conditions can be found through the following link: [IMO General Condition Services](#).

18.0 Signature, name and title

19.0 Date

ANNEX IV

REQUEST FOR QUOTATIONS FOR THE PROVISION OF ICT HELPDESK SERVICE AND PREVENTIVE MAINTENANCE SERVICES OF IT INFRASTRUCTURE AT REMPEC

NON-COLLUSIVE QUOTATION CERTIFICATE

I/we (*) the undersigned hereby certify that this is a bona fide Quote and I/we (*) have not fixed or adjusted the Quote Sum by or under or in accordance with any agreement with any other person submitting the Quote.

I/we(*) also certify that I/we(*) have not done and will not do at any time before the hour and date specified for the closing of submission of quotes, any of the following acts:

- a. Communicating to a person, other than the person calling for Quotes, the amount or approximate amount of the proposed Quote, except where the disclosure, in confidence, of the approximate amount of Quote was necessary, to obtain insurance premium quotations required for the preparation of the Quotation;
- b. Agreeing or making arrangements with any person, binding him to refrain from quoting or fixing the amount of any quote submitted;
- c. Offering to pay or give or agreeing to pay or give, any sum of money or other consideration directly or indirectly, to any person for doing or having done in relation to this RfQ, any of the acts described above;
- d. In this certificate the term "agreement or arrangement" includes formal or informal understandings, whether legally binding or not, and the word "person" included any person whether physical or legal.

(*) Delete as applicable

Signature/s: _____

Name/s: _____

For and on behalf of: _____

Date: _____

ANNEX V

**REQUEST FOR QUOTATIONS FOR THE PROVISION OF ICT HELPDESK SERVICE AND
PREVENTIVE MAINTENANCE SERVICES OF IT INFRASTRUCTURE AT REMPEC**

DETAILS OF BIDDER

Name of Quotation
(in Block Letters)

Address

Trading Licence No: _____ Valid up to: _____

E-mail Address: _____

Telephone Numbers/s: _____

Fax Numbers/s: _____

Cell Phone Number: _____

VAT Registration No: _____

Furthermore, I declare that I have read the Request for Quotations Document in its entirety.

Signature: _____ Date: _____

ID Card Number: _____