

Terms of Reference for Engaging Agency for provision and maintenance of Information Technology services in INTOSAI Development Initiative (IDI), Oslo

Information in brief	
Document	Terms of Reference
Assignment	Engaging Agency for provision and maintenance of Information Technology services
Principal	INTOSAI Development Initiative Stenersgata 2 0184 Oslo, Norway
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Date of calling of bids	10 November 2023
Last date for submission of bids	22 December 2023
Period of validity of bids	90 days

Acronyms:

EEA: European Economic Area

laaS: Infrastructure as a service

IDI: INTOSAI Development Initiative

IT: Information Technology

PaaS: Platform as a service

SAI: Supreme Audit Institutions

SaaS: Software as a service

1. Introduction:

INTOSAI Development Initiative (IDI) is a not-for-profit foundation (Stiftelse) operating from Oslo, Norway. It is involved in supporting Supreme Audit Institutions (SAIs) in developing countries to sustainably enhance their performance and capacity. Accordingly, IDI and its staff operate in close coordination with the staff of SAIs in different countries around the world.

IDI has its premises in Oslo, Norway with 40 staff. Another 10 staff work out of other countries on a regular basis. All employees are using the IT infrastructure and IT services being facilitated by IDI. IDI does not maintain any physical documents and bulk of its operations is facilitated with the help of IT systems.

For further information, please visit <https://www.idi.no/>

2. Purpose of the Terms of Reference:

These Terms of Reference (ToRs) are being issued to invite agencies to make a firm offer for providing and maintaining IT services and support and enter into **exclusive agreement** with IDI for:

- a. Providing and / or maintaining specified managed services including SaaS, PaaS and IaaS
- b. Providing guidance and consultation for leveraging relevant and up-to-date IT solutions
- c. Providing support for maintenance of IT infrastructure
- d. Providing concrete recommendations on security measures that protect against emerging threats

3. Eligibility of Agencies

- a. The Terms of Reference are open for application to companies/ firms/ partnerships (hereinafter referred to as agency) established/ incorporated for providing IT services.
- b. The agency may be headquartered or incorporated in any country. However, physical presence of establishment in Oslo, Norway is essential for meeting the onsite needs of IDI at short turnaround time.
- c. The agency needs to be duly licensed as per their national laws (in the country of their incorporation/ registration) for providing such services.
- d. The agency should have a minimum average annual business turnover of minimum USD 5,000,000 during the 3 pre covid years (2016,2017 and 2018)
- e. Minimum 10 years of experience in corporate specialization in providing IT Services supported with details like client name, contract dates, contract values, contract focal point name and email, work location.
- f. Minimum five (5) ongoing or completed contracts for same or similar services executed in last 5 years.
- g. Minimum one completed or ongoing contract for same or similar services with an organization based in Norway with details of client name, contract dates, contract values, contract focal point name and email, work location.
- h. Employs competent and experienced consultants and technicians capable of providing services detailed in this document, as evidenced by their track record in their Curriculum Vitae.

4. Services required from the agency

i. Basic Operations

- a. Basic business application services: Manage and provide access for all the relevant applications for IDI users.
- b. VPN services: Provide relevant solutions for logging in IDI user clients to central solutions
- c. Cloud based services: Provide guidance and support for leveraging the cloud for optimizing IDI operations. IDI relies on Microsoft provided cloud solutions.
- d. Manage and provide IT infrastructure and support for meeting room.
- e. Manage and provide infrastructure and support for printing.
- f. Provide necessary support for using relevant applications on mobile devices.
- g. Provide and manage network in IDI premises for use by IDI staff and guests.
- h. Provide and manage Application Programming Interface (API) functionality for linking the different software in use in IDI.

ii. IT Security

- i. Multi-factor authentication (MFA): To facilitate secure login by users into the IDI systems. This would include provision of one time passwords through mail and SMS besides other relevant functionalities.
- j. Management of security of IT infrastructure including hardware, software and network (excluding physical security). This will also include regular vulnerability assessments and provide appropriate solutions.
- k. Encryption and certificate management of the relevant IT resources being used by IDI.

iii. Business continuity support

- l. Monitoring, maintenance and troubleshooting of IT infrastructure in IDI.
- m. Back up: Manage all back ups as per the back up policy agreed between IDI and the agency. Suggest and facilitate suitable updates to the back up policy to keep it in sync with IDI's requirements and the evolving technology. The back up policy will include redundancy management, monitoring, testing and retrieval of data.
- n. Business continuity and disaster recovery: Ensure fully functioning mechanisms for disaster recovery and ensuring business continuity
- o. Support to users: Provide hardware and software support to users in IDI as per requirement. Calls and tickets need to be attended in English.
- p. Ensure preventive maintenance of IT systems in IDI

iv. Asset management support

- q. Asset Management Services (AMS): Through these services, the agency will provide IDI with an overview of the IT Assets being purchased, used and maintained in IDI. Among other issues, this will cover inventorisation, servicing details, warranty details, software licences and their renewal etc.
- r. IDI currently has 60 active laptops and 2 online printers.

v. Advisory and Training

- s. Advisory services: Provide advisory services for cloud solutions, service integrations, database, applications, virtualization, storage, network and security, project management, solution design, implementation and IT infrastructure administration.
- t. Training: Provide necessary training to IDI staff for using the customisations provided by the agency.
- u. Continuous Improvement: work with IDI to improve the IT landscape on a continuous basis

vi. Documentation and reports

- v. Provide usage, availability and performance reports. These should include details of all reported incidents and action taken along with resolution time.
- w. Provide documentation of all systems being employed in IDI

5. Submission and evaluation of bids

- a. The bid should be in two parts detailing the technical and financial proposals separately.
- b. Technical proposal should detail out all the functionalities offered to IDI by the agency including access and management of generic/ free to use/ license based third party software as well as any bespoke or customized application offered by the agency.
- c. Above list in serial number 4 is an indicative list only. Offer by the agency should have all the details.
- d. Draft Service Level Agreement to be specified for each service
- e. Financial proposal should clearly mention the inclusions in the quoted price. Charges for services excluded from the quoted price should be stated separately along with the price.
- f. Any service not mentioned in the bid by the agency can be considered as a limitation in the technical offering of the agency while comparing the bid with other agencies.
- g. Any certification (eg. ISO IEC 20000-1 Certification – Information Technology Service Management) held by the agency should be mentioned in the bid. Certifications quoted by the different agencies will be compared while evaluating the bids.
- h. Professional partnerships with other agencies, OEMs, proprietary software companies should be mentioned.
- i. Details of past and/or ongoing assignments of similar nature may be indicated along with references.
- j. Project management details may be provided

- k. All recurrent costs may be indicated on a monthly or annual basis. Amounts may be quoted in Norwegian Kroner. Tax implications may be mentioned. IDI is registered as a not for profit Norwegian foundation (Stiftelse).
- l. All agencies interested in submitting their bids can approach IDI for any clarifications which can be discussed online or during a mutually coordinated a site visit by a representative of the agency.
- m. The bidding process is being carried out in terms of the IDI Procurement Policy.
- n. Bids are being invited through open advertisement as well as by contacting different agencies
- o. Bids received after the above deadline will not be considered under any circumstances.
- p. The bids shall be submitted to IDI indicating a 90 day validity period.
- q. Bids should reach IDI electronically by the 1700 hours (Oslo time) on 22 December 2023. Bids should be addressed to Shourjo Chatterjee at Shourjo.chatterjee@idi.no . The emails should be copied to Brynjar Wiersholm at email brynjar.wiersholm@idi.no .
- r. Potential bidders may approach the above email IDs for scheduling pre-bid discussion meetings for better understanding of the scope of work.
- s. Besides evaluation of documented bids, IDI may also request for post bid discussion meetings

Important dates

Sl. No.	Event	Date
1.	Notice inviting bids	10 November 2023
2.	Submission of bids	22 December 2023

- t. Bids will be evaluated by IDI as per the following matrix:

Sl.No	Criteria	Scoring (Out of 100)
1.	Technical details based on sections 4 and 6 of these ToRs	70
2.	Financial details	30

6. Mandatory requirements from the agency

- a. Ensure 99.9% uptime of all IT systems in IDI on a regular basis
- b. Service metrics for availability of systems to IDI staff as well as any users outside of IDI should be mentioned.
- c. Do not show any favour/ preference for any hardware/ software solution
- d. Engage properly qualified and experienced staff for attending to calls and tickets from IDI.
- e. Ensure that Security is taken care of at all times.
- f. Dedicated Contact persons: one for technical and another for financial issues

7. Duration of the agreement

- a. The agreement will be valid for a period of three years.
- b. Performance of the agency will be monitored annually and IDI reserves the right to terminate the agreement with six months' notice in case of service deficiency or non-fulfilment of any of the agreement's clauses/ requirements by the agency.
- c. The agency can terminate the agreement with six months' notice period in case of non-fulfilment of any of the agreement's clauses/ requirements by IDI.