REQUEST FOR PROPOSALS FOR IT CONSULTING SERVICE

The Office of the High Representative is requesting proposals from qualified company to conduct full audit of OHR's network infrastructure, servers and workstations hardware and software, telephone switchboard and to prepare recommendation and project plan for software and/or hardware upgrade.

The tender information is given in the following order:

I)   **Background**

II)   **Proposal Submission Conditions**

III)   **Selection and Award**

IV)   **Proposal Submission and Deadline**

V)   **Statement of Work**

I – Background:

The Office of the High Representative (OHR) is the chief civilian peace implementation agency in Bosnia and Herzegovina. The 1995 Dayton Peace Agreement designated the High Representative to oversee the implementation of the civilian aspects of the Peace Agreement on behalf of the international community. He is also tasked with co-ordinating the activities of the civilian organisations and agencies operating in the Bosnia and Herzegovina. More information about the OHR is available at www.ohr.int.

II – Proposal Submission Conditions

The proposal should be in English, and include one original and one copy.

Proposals shall contain the following:

1. **Name and address of company**, contact phone number, e-mail and name of the contact person.

2. **Work scheduling proposal**. Work is planned to commence in July 2013.

3. **Description and methodology for conducting the Project and final report formulation.**

4. **Detailed CVs of key team members which will be involved in this project,** including copies of all Microsoft, IBM, Cisco, VMware or other certificates**.**

5. **List of current and previous references with description of at least 2 projects similar in scope conducted in the last 3 years.**

6. **Detailed break down of costs and terms of payment in EURO or BAM**. The price shall include all costs related to the work such as fees and out-of-pocket expenses (travel, accommodation, subsistence and other costs). OHR standard payment terms are by bank transfer 30 days after successful completion of project and upon receipt of an invoice.

7. The proposal must be valid for acceptance for 90 days, and the price fixed for the duration of the contract.

8. OHR will pay local VAT in accordance with the Law on VAT.

9. **Consortium bids are welcome**.

III – Selection and Award

The proposals will be considered by the OHR against the stated description and methodology, the professional expertise and experience of key team members, cost, list of current and previous experience, timeframe, and any

other relevant elements. The OHR team <u>may</u> wish to interview bidders.

Contract will be awarded to the most economically advantageous proposal in terms of:

- Cost. Weighting: 40%
- Description and methodology of the audit. Weighting: 30%
- CV of key team members. Weighting: 20%
- References. Weighting: 10%

OHR reserves the right to end the Tender without awarding the contract. OHR will not bear any costs of bidders related to the preparation of proposal.

IV – Proposal Submission and Deadline:

Technical and financial offers shell be placed in separate sealed envelopes clearly marked **Technical offer** and **Financial offer**. Both envelopes shall be placed together in the sealed envelope, clearly marked "REQUEST FOR PROPOSALS FOR IT CONSULTANCY" and delivered **NO LATER than 27th June 2013 by 17:00 to the following address:**

<div align="center">

OHR
Head of Logistics
Emerika Bluma 1
71000 Sarajevo,
Bosnia and Herzegovina

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Questions:

We believe you have all the information necessary to prepare your proposal, but any questions or requirements for clarification, should be in writing only to the Head of Logistics on e-mail: <u>tender@ohr.int</u>, and not to other officers of OHR. It is in all bidders' interest to register their intention to bid so that everyone may receive answers to any questions put by other bidders. Please address this registration to e-mail: <u>tender@ohr.int</u> by **24st June 2013 at 12:00 h**.

V   Statement of Work

The OHR has main office located in Sarajevo and regional office in Banja Luka. The current situation with ICT resources is as follows:

OHR Sarajevo:

- Cat 5 category LAN
- Cisco active network equipment (core switches, backup routers and firewalls)
- IBM BladeCenter E servers running VMware, MS Server 2003, MS Exchange 2003, SQL 2000 and 2008, PGP, Symantec Backup Exec and antivirus
- 130 working stations with MS Windows XP and MS office 2003
- 130 users
- Telephone switchboard Ericsson MD110

OHR Banja Luka

- Cat 5 category LAN
- Cisco active network equipment (switches, backup routers and firewalls)
- IBM x3650 M2 server running MS Server 2003, MS Exchange 2003, Symantec Backup Exec and antivirus
- 15 working stations with MS Windows XP and MS office 2003
- 15 users
- Telephone switchboard Ericsson MD110 Mini

We are looking for the consulting service that will do the audit and redesign of the OHR's ICT infrastructure with the following tasks:

− **Assessment of the current network infrastructure**

¨ Creating network diagrams, both physical and logical

§ Assessment of the WAN infrastructure

§ Assessment of the LAN infrastructure

§ Assessment of the voice infrastructure and switchboards Ericsson MD 110

§ Assessment of the network configurations

¨ Detailed equipment inventory

¨ Detailed assessment of the licensing and warranties

− **Assessment of the server pool**

¨ Creating of physical and logical diagrams of the servers infrastructure

¨ Detailed equipment inventory

¨ Detailed assessment of the licensing and warranties

− **Assessment of the storage infrastructure**

− **Assessment of the software conditions**

¨ Assessment of the operating systems and management applications

¨ Assessment of the application software

¨ Assessment of the DBMS system

¨ Assessment of the software distribution system

¨ Assessment of the inventory system

¨ Assessment of the licenses

− **Assessment of the system security**

¨ Information system security policy

¨ Information management

¨ Planning, budgeting and purchasing of the ICT equipment

¨ Use of the administrative rights

¨ Managing the inventory

¨   Managing software applications

¨   Configuration management

¨   Application development and change management

¨   Access management

¨   Managing media

¨   Managing documentation

¨   Disaster recovery and business continuity plan

¨   Technical aspects of information security

–   Assessment of the ICT services, processes, data and inventory

–   Assessment of the backup system

–   Assessment of the Help Desk functions

–   Assessment of the existing documentation, rules and policies

–   Preparing analysis and design for the upgrade of the workstations from Windows XP & Office 2003 to Windows 7 & Office 2013

–   Preparing analysis and design for the upgrade of the servers from Server 2003 & Exchange 2003 & SQLs 2000 and 2008 to Server 2012 & Exchange 2013 & SQL 2012

–   Company should be able to provide on-call support during migration (at additional cost)

Deliverables:

–   **Assessment document with suggestions for possible improvements.**

–   **Project plan for upgrade of servers and workstations including migration path.**

–   **Project plan for the users and data migration after the upgrades.**

–   **Cost estimate for implementation of Project plans.**

All companies or consortiums that apply should meet the following requirements:

1. To have at least 5 years of experience in tasks that is required to perform

2. To have employees with the following industrial certification:

–   Certified Business Continuity Management System Lead Auditor – BCMS BS 25999 – at least 1 employee

–   Certified IRCA Information Security Management System Certification (ISMS) ISO 27001 Lead Auditor

–   VMware Certified Professional (VCP) on vSphere 5 – at least 2 employees

–   IBM Certified Advanced Technical Expert – at least 2 employees

–   IBM Certified Specialist – System x Technical Principles – at least 2 employees

–　　　CISCO Certified Network Professional – at least 2 employees

–　　　CISCO Certified Internetworking Expert – at least 2 employees

–　　　Microsoft Certified System Engineer – MCSE at least 2 employees

–　　　Microsoft Certified Technology Specialist (Exchange, AD) – MCTS at least 2 employees

–　　　Microsoft Certified Database Administrator – MCDBA at least 1 employee

–　　　Microsoft Certified Trainer – MCT at least 1 employee

Note: Certificate copies have to be included with the offers.

3. To have at least 2 completed projects of the ICT infrastructure audit during the last 3 years for which references from the customers should be provided with the offer.

4. All companies or consortiums that will apply should prove their top expertise through the highest partner status with CISCO and IBM for hardware and VMware and Microsoft for software as follows:

–　　　IBM Premier partner

–　　　Cisco Gold partner

–　　　Microsoft Gold Server Platform partner

–　　　VMware Enterprise partner

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