

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID**

Reference: ITB No. HQ-2022-38	Date: September 26, 2022
--------------------------------------	---------------------------------

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for “**Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)**”. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder’s preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification ITB No. HQ-2022-38** in the subject section of your email.

Deadline for Submission of Proposals:
On or before **Date: October 11, 2022**
Time: 15:00 hours Rome, Italy local time

Thank you and we look forward to receiving your Bid.

Sincerely yours,
International Development Law Organization | IDLO
Headquarters

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in EURO</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before Date: October 11, 2022 Time: 15:00 hours Rome, Italy local time</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>The “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” will be activated within 5 working days after receipt of PO or contract from IDLO and the Services will be delivered based on the mutually agreed Implementation Plan</p>
7. Customs clearance , if needed, shall be done by:	<p><input checked="" type="checkbox"/> N/A</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A</p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Bid Submission Form (see annexD); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)

10. Contents of solicitation documents	The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention Clarification ITB No. HQ-2022-38 in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing, sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: tenders@idlo.int with the Subject: "Submission for ITB No. HQ-2022-38"</p>

14. Joint Venture, Consortium, or Association

If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.

The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.

A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:

- a) Those that were undertaken together by the JV, Consortium or Association; and
- b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or

	Association shall be subject to the eligibility and qualification assessment by IDLO.
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
17. Validity Period of Bids	All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p>

	No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Bidders' conference	<input checked="" type="checkbox"/> N/A
21. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
22. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
24. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.

25. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
26. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of the "Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)" , by up to a maximum

	twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
31. Contract Award	Contract Award shall be granted according to: <ul style="list-style-type: none"> a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;
32. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
33. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
34. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
35. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H . The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
36. Liquidated Damages	<input checked="" type="checkbox"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.
37. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 22.	Self-Attestation Letter
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
Certificates and Licenses	<ul style="list-style-type: none"> • Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer • Quality Certificates for the Goods • Statement whether Export/Import Licenses, if applicable • Brochures 	<ul style="list-style-type: none"> • Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); • Product Catalogues or Brochures (Product Data Sheets) attesting compliance with Technical Specifications as mentioned under Annex B; OR, provision of link to Manufacturer's website showing the Product Data Sheet;

B. QUALIFICATION CRITERIA

QUALIFICATION		
<p>Previous Experience</p>	<p>Minimum 3 years of relevant experience.</p>	<p>Copies of Reference Letters for services of similar nature and value in the past 3 years.</p>
	<p>Bidder should have completed Four (4) “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” Implementations in last 2 years</p> <p>(For JV/Consortium/Association, all Parties cumulatively should meet requirement)</p>	<p>Self-certified copy of work order along with completion certificate</p>
<p>Financial Standing</p>	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</p>	<p>Financial Statements for the past 3 years Or Audited Accounts for the past 3 years</p>

ANNEX C
TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS

**CLOUD BASED SOLUTION (SAAS) WITH ENDPOINT PROTECTION PLATFORM (EPP) AND
ENDPOINT DETECTION AND RESPONSE (EDR)**

- A. [About IDLO](#)
- B. [Background](#)
- C. [Description of Services and Deliverables sought under the Contract](#)
- D. [Duration of the Contract](#)
- E. [Mandatory required Specifications](#)
- F. [Evaluation Criteria](#)

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

IDLO issues this ITB for the purpose of soliciting quotations from Service Providers for the provision of a **“Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”** which includes Software, Supply, Installation, Deployment, Warranty/Software Support and Maintenance of the solution mentioned above to meet its Security objectives.

C. Description of Services and Deliverables sought under the Contract

The Bidders should provide a “**Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)**” for Windows (460 clients), Mac (10 clients) Operating systems and for Windows Servers (10 physical and 20 virtual).

The software solution will be deployed on Endpoints (Desktops, Laptops, Servers) located across all IDLO Offices, mainly on IDLO computers and some personal devices (BYOD).

Software requirements for Supply, Installation, Deployment, and **Support Services** during the Contract period (3 years), are as per below:

1. IMPLEMENTATION SERVICES:

- a) Bidder should provide remote support for a seamless migration from current on-premises antivirus solution (*Kaspersky Endpoint Security for Business Advanced*) to the new “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”.

Expected Activities:

- ✦ *Identify procedures and/or recommend steps to IDLO HQ Technical team for a co-existence (if possible) of the current Antivirus (KES) and the new Solution while a mass deployment of the new Agent takes place across the Organization's End-Points (Laptop, Desktop, Server - HQ and Country Offices based)*
- ✦ *Deploy and Installation of the new Agent on a Pilot group of End-Points (Laptop, Desktop, Server - HQ and Country Offices based)*
- ✦ *Identify procedures to support IDLO HQ Technical team for the mass deployment of the new Agent across the Organization's End-Points (Laptop, Desktop, Server - HQ and Country Offices based)*

- b) Bidder Technical team should work with IDLO HQ Technical team to **configure** the new “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” solution and to ensure use cases are defined for the detection of potential malicious events.

Expected Activities:

- ✦ *Configuration of the new Centralised Solution Console;*
- ✦ *Creation of Policies, Implementation, Configuration and Testing which includes configuration of scheduled scanning, implementation of device control mechanism, configuration of email alerts and reporting tools;*
- ✦ *Deployment & Installation on Pilot and Production End-Points groups (Laptop, Desktop, Server - HQ and Country Offices based)*

2. TRAINING SERVICES:

- c) Bidder should provide trainings during the implementation period to IDLO HQ Technical team for the Deployment, Integration, Operationalization and Maintenance of the new “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” solution.

3. SOFTWARE MAINTENANCE SOLUTION AND SUPPORT SERVICES:

- a) Upgradation of patches and product version during the period of Contract period (3 years) should be provided by vendor without any additional cost (apart from Technical Support costs)
- b) Technology, Settings and Implementation check-up with planned maintenance Reviews (every 6 months)

Expected Activities:

- ✦ The vendor will schedule two (2) maintenance Reviews in a year for preventive check-ups of policies, settings based on audit and reports
- ✦ Necessary patch deployments (if any/required)

- c) During Contract period (3 years), the vendor must depute qualified maintenance engineers to provide remote support with the following Service Level Response:

Severity Level	Description	Target Response
1. Outage	SaaS console down	Within 2 hours
2. Critical	High risk of End-user impact	Within 4 hours
3. Urgent	End-user impact initiated	Within 6 hours
4. Important	Potential for performance impact if not addressed	Within one business day
5. Monitor	Issue addressed but potentially impactful in the future	Within 2 business days
6. Informational	Inquiry for information	Within 3 business days

D. Duration of the Contract

The initial subscription of the “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” is **3 (three) years** as will be deemed appropriate at the conclusion of this process.

The planned subscription starting date is **within 5 working days** after receipt of PO or contract from IDLO and the Services will be delivered based on the mutually agreed Implementation Plan and the **expected activities** as described above [“[Implementation Services](#)” (Annex C - section C 1-a, C 1-b) and “[Training Services](#)” (Annex C - section C 2-c)] must be completed by and no later than **15 December 2022**.

E. Mandatory required Specifications

The proposed “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” must adhere to the specifications and requirements as per the listing below ([Annex C - Requirements List](#)).

The Vendor must specify if the Requirements of the offered “**Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)**” are fully compliant (Yes) or not compliant (No) with “Mandatory” IDLO specifications ([Annex C - Requirements List](#)).

The **Official Documentation** must be linked (if the resource is online) or included (as supporting documentation specifying the exact Requirement ID number/s) and as indicated in Mandatory Requirements table ([Annex C - Requirements List](#)) since it will form the basis for selection of the “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”.

Only relevant Documentation to the Requirement IDs must be linked/added in the Requirements Table ([Annex C - Requirements List](#)).

Annex C - Requirements List
Mandatory Requirements for
Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP)
and Endpoint Detection and Response (EDR)

ID	GENERAL REQUIREMENTS	COMPLIANCE (Y/N)	REMARKS/DEVIATIONS	LINK TO OFFICIAL DOCUMENTATION
01	CENTRALIZED CLOUD MANAGEMENT CONSOLE Access to the cloud management console from <i>anywhere</i> via web interface. Unified and online console to investigate potential threats, create and deploy policies, manage all end points, see what is installed where and more. Scalability with 100K+ nodes in a single management console			
02	GLOBAL SAAS IMPLEMENTATION WITH LOCALITY CHOICE To allow localization capabilities based on IDLO Country Offices' needs and regulations			
03	HIGH AVAILABILITY OF CLOUD MANAGEMENT CONSOLE Cloud Console 24x7 uptime and globally availability			
04	MULTI-SITES CONFIGURATION AND MULT-TENANCY MANAGEMENT CONSOLE To allow the deployment across IDLO Country offices based on IT presence/support and delegate management activities to different IT teams			
05	MULTI-ADMINISTRATIVE ROLES AND/OR PERMISSIONS LEVELS Role-based administration with multiple predefined roles for administration, help desk, and reporting			
06	ACCESS TO MANAGEMENT CONSOLE Support two factor auth (2FA) and single sign on (SSO) solutions for the access to the management console			

07	KNOWLEDGE BASE/DOCUMENTATION RESORUCES Supporting documentation integrated/accessible directly from the management Console without requiring logging into another website/portal			
08	CENTRALIZED MANAGEMENT CONSOLE VISIBILITY Solution must extend visibility and control across on-premises, cloud, and hybrid deployment models			
09	CONSOLE MANAGEMENT ACTIVITY LOGGING Centralized auditing and logging of activitiy is maintained in the management console			
10	AGENT SUPPORT FOR THE FOLLOWING OS VERSIONS Windows Server 2019, 2016, 2012, 2008 Windows 7, 10,11 macOS Mojave (10.14), macOS Catalina (10.15) CentOS, Fedora, Ubuntu			
11	AGENT SUPPORT FOR THE FOLLOWING VIRTUAL ENVIRONMENTS Microsoft Hyper-V Oracle VirtualBox VMware vSphere, VMware Workstation			
12	SUPPORT NATIVE CLOUD DEPLOYMENTS AWS, Azure, Google Cloud etc.			
13	DEPLOYED IN DETECTION OR PROTECTION MODE ON WINDOWS AND LINUX OPERATING SYSTEMS Solution supports both detection and prevention mode			
14	ANTI-TAMPER CAPABILITIES End users (even with local admin credentials) can not remove, disable or modify the settings of the deployed solution			

15	<p>AGENT DEPLOYMENT METHOD Ability to manage the agent remote deployment, installation, updates, upgrade and removal directly from the Cloud Management console with limited or no impact on the end user. Agent installation allows devices to be placed directly into a specific Device Group</p>			
16	<p>AGENT MAINTENANCE Agent versions and components directly managed from the Cloud Management console</p>			
17	<p>AGENT RESOURCES CONSUMPTION Agent must be lightweight. Present evidence of configurable options for minimal system resource utilization</p>			
18	<p>NOTIFICATION MESSAGES TO THE END USER COMPUTER The solution must be able to provide real time email alerts. Ability to send messages to end users' computers to notify required reboots, etc. The solution should have the ability to customize user notifications</p>			
19	<p>ZERO-DAY ATTACKS PROTECTION Effective against Zero-Day Attacks by Analyzing Behaviors on an endpoint, rather than only looking at file signatures</p>			
20	<p>OFFLINE ENDPOINT PROTECTION Real time Protection to the endpoints against malware, even if Internet connectivity is not available or in case of limited bandwidth. Agent is fully operational without dependency from the Management Cloud Console or any other resource to detect and respond effectively to threats in real time as these are detected</p>			

21	<p>LEVERAGING ARTIFICIAL INTELLIGENCE OR MACHINE LEARNING</p> <p>The solution uses a proven combination of artificial intelligence (AI) technologies - including machine learning and rules-based logic:</p> <ul style="list-style-type: none"> ▪ To analyse files pre/in execution ▪ To protect from documents and scripts ▪ To protect from lateral movements ▪ To protect from exploits and fileless attacks 			
22	<p>ANTI-MALWARE PROTECTION</p> <p>Protection from malware threats, ranging from worms and Trojans to adware and keystroke loggers.</p> <p>Ability to centrally manage the detection and treatment of malware on the endpoints</p>			
23	<p>RANSOMWARE PROTECTION</p> <p>Protection against existing and zero-day ransomware without requiring signature updates</p>			
24	<p>BEHAVIOURAL PROTECTION</p> <p>The solution will leverage multiple sensors to effectively and uniquely identify generic malware behaviours as well as malware family specific behaviours.</p> <p>The solution will immediately prevent or detect on malicious behaviours regardless if the machine is online or offline.</p>			
25	<p>ANTI-BOT PROTECTION</p> <p>The solution will identify and block out-going communication to malicious C&C sites.</p> <p>Cloud threat intelligence resources will be used for updates and identification of zero-day C&C attacks.</p>			

26	<p>WEB BROWSING PROTECTION Support for Browsers like Chrome, Firefox, Safari, etc. The solution must block the user from browsing to known malicious URLs or domains. The solution must provide URL filtering based on categories with additional Black/White listing</p>			
27	<p>DETECTION/COLLECTION Continuous collection of system events necessary for detection and analysis. Vendor must list specific items that are collected in real-time and where EDR data is stored (if centrally in the Cloud or locally on the end point)</p>			
28	<p>DETECTION/MONITORING Solution must continuously monitor and report findings as quickly as possible with threat hunting queries configured as custom rules to automatically trigger detection</p>			
29	<p>MITRE ATT&CK® FRAMEWORK Ability to search incidents by MITRE ATT&CK Indicators techniques</p>			
30	<p>DATA RETENTION Ability to specify and configure retention period for EDR data (30/60/90 days)</p>			
31	<p>RESPONSE Ability to isolate a system if detected specific activities and/or malicious threats. Isolation settings must be pre-set to allow endpoint to be isolated from threats but able to connect to investigation/remediation systems</p>			

32	REMIEDIATION OPERATING SYSTEM AND/OR REVERSE DATA Ability to remediate Operating System changes Ability to recover files deleted or encrypted as part of an attack and restore files to their pre-attack state			
33	DEVICE COMPLIANCE Ability to enforce endpoints to comply with security rules defined at Organization level. No compliant Endpoints will be shown as non-compliant and can apply restrictive policies to them			
34	APPLICATION CONTROL Centralized definition of policies and rules to allow, block or terminate applications and processes with the option to Whitelist/Blacklist applications			
35	POLICIES MANAGEMENT Ability to support policy inheritance across an account, site or group of devices. Policy modifications are applied in near real time.			
36	POLICIES DEPLOYMENT Ability to assign policies based on device attributes or other criteria			
37	EXCLUSIONS Ability to configure exclusions at granular level down to specific paths, single executables, processes, etc.			
38	DEVICE CONTROL Ability to control external USB and Bluetooth devices on Windows and Mac			

39	FIREWALL CONTROL The product must control the Firewall for Windows devices and needs to have Firewall functionality for the Endpoint with policy context unique to each group of Endpoints. Ability to define Firewall rules that apply by Operating System and by group of devices (leveraging tagging or policy groups)			
40	APPLICATIONS ASSESSMENT Ability to identify unpatched Operating Systems (Windows, Mac and Linux) that may have vulnerabilities			
41	APPLICATIONS ASSESSMENT Ability to identify unpatched 3 rd party software apps (Java, Adobe, etc.) that may have vulnerabilities			
42	APPLICATIONS INVENTORY Ability to provide a software inventory for the environment			
43	NETWORK DISCOVERY Ability to allow for configuration to ensure discovery only occurring on desired networks			
44	REMOTE ACCESS The product must support a full remote shell to systems (Mac, Windows, Linux)			
45	ACTIVE DIRECTORY INTEGRATION The solution must Integrate with Active Directory for automatic Agent to User/Group Mappings and policy association. The management console should not connect to the Active Directory (AD) and should not have any dependencies on the AD state			

46	EXPLOIT PREVENTION The solution will detect and prevent exploitation techniques of trusted software.			
47	FORENSICS ANALYSIS The solution will allow for forensics analysis and report of any indicator found through the EDR platform.			
48	EDR REPORTS Forensic reports will automatically identify the malicious activity entry point and highlight the potential damage, remediation action and the entire chain of attack.			
49	EDR REPORTS The solution should generate periodic reports on malware types, types of vulnerabilities exploited etc.			
50	LOGS AND REPORTING Solution must provide agent health status Ability to provide pre-defined and customized Reports as per requirement for Audit and internal reporting purpose			

**ANNEX D
BID SUBMISSION FORM**

**This Form must be submitted using the Supplier's Official Letterhead/Stationery
in the format specified below)**

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Services** for **[INSERT AMOUNT OF MONEY AND CURRENCY]** as may be ascertained in accordance with the Price Schedule ([Annex F](#)) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign this Bid

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB No. HQ-2022-38		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Please refer to Annex B, Preliminary Screening Documents ▪ Please refer to Annex C – Terms of Reference and Annex C - Mandatory Requirements <p>If a Joint Venture/Consortium/Association, copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium/Association, or Registration of JV/Consortium/Association, if registered</p>		

**ANNEX F
PRICE SCHEDULE**

The items quoted in the below "Price Schedule" must be in compliance with the technical specifications of the “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)” Solution listed in [Annex C](#).

Table 1: Offer to Supply Services Compliant with Technical Specifications and Requirements

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in EURO	Total amount in EURO
1.	License/Subscription cost of “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”	Year 1	Annual Subscription	500 composed as below: <ul style="list-style-type: none"> ▪ 460 Windows clients ▪ 10 Apple clients ▪ 10 Windows Server (physical) ▪ 20 Windows Server (virtual) 	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
2.	License/Subscription cost of “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”	Year 2	Annual Subscription	500 composed as below: <ul style="list-style-type: none"> ▪ 460 Windows clients ▪ 10 Apple clients ▪ 10 Windows Server (physical) ▪ 20 Windows Server (virtual) 	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
3.	License/Subscription cost of “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”	Year 3	Annual Subscription	500 composed as below: <ul style="list-style-type: none"> ▪ 460 Windows clients ▪ 10 Apple clients ▪ 10 Windows Server (physical) ▪ 20 Windows Server (virtual) 	<input checked="" type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
4.	License/Subscription cost of “Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)”	Incremental	Annual Subscription	50 Windows clients	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		

Lot	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in EURO	Total amount in EURO
5.	License/Subscription cost of "Cloud based Solution (SaaS) with Endpoint Protection Platform (EPP) and Endpoint Detection and Response (EDR)"	Incremental	Annual Subscription	<ul style="list-style-type: none"> ▪ 10 Windows Server (physical) ▪ 10 Windows Server (virtual) 	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
6.	Implementation and Trainings Fees (remote)	una tantum Annex C - section C1-C2	N/A	01	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
7.	Support and Services Costs (remote)	Annex C - section C3 Year 1	Working Day	07	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
8.	Support and Services Costs (remote)	Annex C - section C3 Year 2	Working Day	07	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
9.	Support and Services Costs (remote)	Annex C - section C3 Year 3	Working Day	07	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
Total Cost of Services (Year 1 + Year 2 + Year 3)							
Freight							
Insurance							
Customs Clearance							
Other Charges (please specify)							
Taxes/ VAT (_____ %) (if applicable)							
Grand Total							



<p>Name, position and signature of the Bidder</p> <hr/> <p><i>Duly authorised to sign this Bid</i></p> <p>Date:</p>	<p>Bidder's Stamp</p>
---	------------------------------

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of Services. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Services.

Place of delivery	Electronic submission Invoices to be billed to IDLO Headquarters, Viale Vaticano 106, Rome, Italy
Delivery date	Within 5 working days after receipt of PO or contract from IDLO and the Services will be delivered based on the mutually agreed Implementation Plan
Payment terms	IDLO will process payment on an annual basis and within 30 days after activation of the services and receipt of the complete and correct invoice of the Annual Subscription costs and related Support Services fees by the service provider.
After-sales services and Warranty	<input checked="" type="checkbox"/> Technical Support

ANNEX H

**IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT**

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_and_services_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_february_2022.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>