

INTERNATIONAL DEVELOPMENT LAW ORGANIZATION INVITATION TO BID

Reference: ITB No. N_80-2023-HQ

Date: **July 3, 2023**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for a **Remote Patch Management Solution**. 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 [E](#).

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 . N_80-2023-HQ** in the subject section of your email.

Deadline for Submission of Proposals:
On or before **Date: July 18, 2023**
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: July 18, 2023 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 “Remote Patch Management Solution” will be activated within 5 working days after receipt of PO or contract from IDLO and the Services related to Lot 1 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 Annex D); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)
10. Contents of solicitation documents	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation</p>

		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. N_80-2023-HQ 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. N_80-2023-HQ"</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"> they have at least one controlling partner, director or shareholder in common; or any one of them receive or have received any direct or indirect subsidy from the other/s; or they have the same legal representative for purposes of this ITB; or 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; they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; 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 " Remote Patch Management Solution ", 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	<p>Contract Award shall be granted according to:</p> <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
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 • 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 C; OR, provision of link to Manufacturer's website showing the Product Data Sheet

QUALIFICATION CRITERIA

QUALIFICATION		
Previous Experience	Minimum 2 years of relevant experience.	N/A
Financial Standing	<p>Minimum average annual turnover of EUR (.....) for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> <p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	N/A

ANNEX C
TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS

Remote Patch Management Solution

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 "**Remote Patch Management solution**" which includes Software Licenses, One-time setup support and training, Technical Support, and Maintenance of the solution mentioned above to meet its objectives.

C. Condition of Contract and Expected Output

The Bidders should provide a "**Remote Patch Management solution**" for **350 Endpoints** as per below:

- Windows Operating system (320 clients)
- Mac Operating system (5 clients)
- Windows Servers (5 physical and 15 virtual)
- Linux Servers (5 virtual)

The access to the "Remote Patch Management solution" is for **6 technicians**

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).

The requirements of the "**Remote Patch Management solution**" include the Software licenses, One-time setup support, Support and Maintenance Services during the Contract period (3 years), are as per below:

C 1. - IMPLEMENTATION SERVICES:

Bidder will provide remote support working with IDLO HQ Technical team to configure the "**Remote Patch Management solution**" to ensure the platform is operational.

Expected activities:

- Initialization of the cloud-based Console
- Multi-sites configuration for IDLO Offices
- Creation of Policies for Patch Management by OS (Windows, Mac, Linux) and Endpoints (Clients, Servers)
- Creation of Policies for Third-Party Patch Management
- Deployment pre-built packages on a Pilot group of Endpoints (Laptop, Desktop, Server - HQ and Country Offices based)
- Schedule and Patch Reports on a Pilot group of Endpoints (Laptop, Desktop, Server - HQ and Country Offices based)

C 2. - TRAINING SERVICES

Bidder will provide trainings during the Implementation period to IDLO HQ Technical team for the Deployment, Operationalization and Maintenance of the "**Remote Patch Management solution**".

C 3. - SOFTWARE MAINTENANCE

Upgrades, Patches and new Product version of the "**Remote Patch Management solution**" during the period of Contract period (3 years) will be provided by vendor without any additional cost (apart from Technical Support costs)

C 4. - SUPPORT SERVICES

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

Severity Level	Description	Target Response
1. Outage	<i>Cloud console not accessible</i>	Within 4 hours
2. Critical	<i>High risk of End-user impact</i>	Within 8 hours
3. Urgent	<i>End-user impact initiated</i>	Within 1 business day
4. Important	<i>Potential for performance impact if not addressed</i>	Within 2 business days
5. Monitor	<i>Issue addressed but potentially impactful in the future</i>	Within 3 business days
6. Informational	<i>Inquiry for information</i>	Within 4 business days

D. Duration of the Contract

The initial subscription of the "**Remote Patch Management solution**" 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](#)) and "Training Services" ([Annex C, section C 2](#)) must be completed **by and no later than 15-Sept-2023**.

E. Mandatory required Specifications

The proposed "**Remote Patch Management solution**" must adhere to the specifications and requirements as per the listing below (Annex C, [Requirements List](#)).

The Bidder must specify if the Requirements of the offered "**Remote Patch Management solution**" are fully compliant (**Yes**) or not compliant (**No**) with "Mandatory" IDLO specifications (Annex C, [Requirements List](#)).

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 "**Remote Patch Management solution**".

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 "Remote Patch Management solution"

ID	GENERAL REQUIREMENTS	COMPLIANCE (Y/N)	REMARKS/DEVIATIONS	LINK TO OFFICIAL DOCUMENTATION <i>USE URL SHORTENER TO CREATE A SHORT URLS</i>
01	CENTRALIZED CLOUD MANAGEMENT CONSOLE Fully cloud, agent-based with management console accessible from <i>anywhere</i> via a secure web interface with 2FA option			
02	MULTI-SITES CONFIGURATION OF MANAGEMENT CONSOLE To allow the deployment across IDLO Country offices based on IT presence/support and delegate management activities to different IT teams			
03	MULTI-ADMINISTRATIVE ROLES AND/OR PERMISSIONS LEVELS Role-based administration with multiple predefined roles for administration, help desk, and reporting			
04	KNOWLEDGE BASE/DOCUMENTATION RESOURCES Supporting documentation integrated and/or accessible directly from the management Console without requiring logging into another website/portal			
05	CONSOLE MANAGEMENT ACTIVITY LOGGING Centralized auditing and logging of activities is maintained in the management console			
06	AGENT SUPPORT FOR THE FOLLOWING OS VERSIONS Windows (Client) 10, 11 and Windows (Server) 2019, 2016, 2012 MacOS Monterey (12), Big Sur (11), Catalina (10.15) CentOS, Fedora, Ubuntu			
07	AGENT SUPPORT FOR THE FOLLOWING VIRTUAL ENVIRONMENTS VMware vSphere, VMware Workstation Microsoft Hyper-V			
08	AGENT SUPPORT FOR CLOUD DEPLOYMENTS AWS, Azure, Google Cloud etc.			
09	MULTI-OS PATCH MANAGEMENT Deploy (install, uninstall) Operating System patches (Windows, Linux, Mac) seamlessly across desktops, laptops, servers, and virtual machines, from a single interface, irrespective of their location and despite them being in the Office network, Domain, remote, or asleep.			



10	PATCH THIRD-PARTY APPLICATIONS Deploy (install, uninstall) Third-Party patches seamlessly across desktops, laptops, servers, and virtual machines, from a single interface, irrespective of their location and despite them being in the Office network, Domain, remote, or asleep.			
11	EXTENSIVE THIRD-PARTY APPLICATIONS CATALOGUE Large repository of Patches for common Applications such as MS Office, Adobe, Java, 7zip, multiple Internet browsers, Teamviewer, Zoom and more			
12	AUTOMATED (OS AND THIRD-PARTY) PATCH DEPLOYMENT Without any manual intervention, the automated patch management keeps all endpoints up to date and patched (both OS and Third-Party), no matter which OS they run on and where they are located (no Office network, domain, or VPN required)			
13	SIMPLIFIED THIRD-PARTY APPLICATIONS Third-party patching can be automated using pre-built, tested and ready to deploy packages			
14	CUSTOM SOFTWARE DEPLOYMENT Ability to install/uninstall Organization-specific software/packages, deploy custom scripts (i.e.: PowerShell, VBScript, and Batch Files) for predefined configurations of endpoints			
15	PATCH DOWNLOADS Ability to download new patches and updates (OS and Third-party) from vendors automatically as soon as they become available			
16	PATCH MANAGEMENT PROCESS The deployment starts from the sync of vulnerability database, scanning end-points, detecting and deploying missing updates and patches			
17	PRE-TEST PATCHES BEFORE DEPLOYMENT Ability to test patches on a small group of test computers before mass deployment. The deployment proceeds automatically only if the patch installation was successful in the test group.			
18	SELECTIVE DEPLOYMENT OF UPDATES AND PATCHES Ability to exclude/decline updates or patches (OS and Third-Party) to all systems until next vendor release, to legacy applications or critical systems. Ability to roll-back declined patches for deployment.			
19	PATCH DEPLOYMENT POLICIES Ability to perform the deployment of updates or patches (OS and Third-Party) with deployment policies that allow to plan, schedule by preferred days/weeks, manage installation window, post-deployment actions, reboot timing, messages to the users and more.			

20	<p>PATCH COMPLIANCE ENDPOINT EVALUATION AND REMEDIATION Ability to set a Compliance level and automatically identify non-compliant systems with different severity/vulnerability levels (high, medium, low) including KB articles, CVE bulletins, and CVSS scores. Automated patching policies to remediate endpoints and bring them into Compliance level.</p>			
21	<p>REBOOT MANAGEMENT Ability to improve Patch Compliance by automating reboots with customized end-user communication and behavior-based reboot prompts.</p>			
22	<p>PATCHING REPORTS Predefined patch management reports for network security, network vulnerability, failed patch deployments, missing patches with approval status for deployment, details of the affected systems and more. Ability to create custom reports, schedule reports and email notifications.</p>			
23	<p>ALERTS Instant notifications to technicians of pending or failed patches for faster remediation.</p>			
24	<p>REMOTE ACCESS , CONTROL AND TROUBLESHOOTING Ability to integrate via add-ons or APIs, remote access tools (i.e.: Teamviewer) OR availability of a built-in component to remotely access/connect to any monitored device/system directly from the Patch Management console</p>			
25	<p>UNIFIED CORPORATE IT ENVIRONMENT Patch Management Tool part of an Unified Endpoint Management (UEM) solution and integrated with additional Modules (*)</p> <ul style="list-style-type: none"> A. Network Monitoring software B. Assets Inventory (HW and SW management) C. OS Imaging (for workstations only) for Remote office deployment D. Service Desk/Ticketing system E. Mobile devices management <p>(*) MODULES WITH POSSIBILITY OF LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD</p>			
25 A	<p>Network Monitoring software</p> <ul style="list-style-type: none"> ▪ Ability to monitor, support, and control all Windows, Mac, and Linux end-user devices, servers, virtual machines, and networking devices (routers, switches, etc.) from a single easy-to-use interface. ▪ Automatic device discovery and detect new devices for a total network coverage ▪ Visualize network with an intuitive auto-generated topology map (DESIRABLE) 			

25 B	<p>Assets Inventory (HW and SW management)</p> <ul style="list-style-type: none"> ▪ Get a full software inventory across all endpoints to know what applications are running in the environments ▪ Detect and uninstall unwanted software automatically, helping keep endpoints in compliance. ▪ Detect critical application status/health minimizing the impact on end-users and avoiding repetitive tickets ▪ Automated Asset Discovery to collect, track and manage physical components (hardware) of any IT environments like computers, laptops, servers, routers and other endpoint devices and peripherals ▪ Hardware inventory tool to generate reports by OS, Manufacturer, Device Type, Age, and more ▪ System inventory management with Alert notifications 			
25 C	<p>OS IMAGING (FOR WORKSTATIONS ONLY) FOR REMOTE OFFICE DEPLOYMENT (DESIRABLE)</p> <ul style="list-style-type: none"> ▪ Deploy OS images on target machines using automated booting and custom post deployment activities ▪ Customize the image for deployment according to the Organization's needs ▪ Deploy one OS Master image to multiple computers 			
25D	<p>Service Desk/Ticketing system</p> <ul style="list-style-type: none"> ▪ Multi-channel support (i.e.: email, self-service portal, phone) from a single platform to automatically log all emails as tickets ▪ Allow multiple teams to co-exist on a single Service Desk management platform ▪ Incident Management integrated with Change, Asset and Configuration Management ▪ Unified Service Catalogue ▪ Ability to Categorize tickets, ticket prioritization with workflow automation, auto-assign tickets to agents or groups ▪ Multiple SLA policies for task deadlines and automate escalation rules ▪ Integrated KB that includes solutions to incidents and problems for both support agents and end-users ▪ Ability to measure performance of incident management process with predefined and custom Reports. ▪ Built-in satisfaction survey ▪ Integration with Remote management tool to initiate a remote session directly from the Ticket Details page ▪ Mobile App access (Android, iOS) for Support from Anywhere 			
25E	<p>Mobile devices management</p> <ul style="list-style-type: none"> ▪ Cross-Platform Support regardless of type and operating system (Android, iOS) ▪ Ability to enroll, secure, track and manage various devices from one place ▪ Deploy apps and patches across various devices easily ▪ Security Functions: create profiles, enforce restrictions, setup minimum password strength, shut down, restart, lock, and remote wipe corporate applications selectively 			



**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 "Remote Patch Management solution" 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. N_80-2023-HQ		
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 "**Remote Patch Management solution**" listed in [Annex C](#).

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

Lot 1	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 the Remote Patch Management solution	Year 1	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 320 Windows clients ▪ 05 Apple clients ▪ 05 Windows Server (physical) ▪ 15 Windows Server (virtual) ▪ 05 Linux Servers (virtual) 6 Technicians	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
2.	License/Subscription cost of the Remote Patch Management solution	Year 2	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 320 Windows clients ▪ 05 Apple clients ▪ 05 Windows Server (physical) ▪ 15 Windows Server (virtual) ▪ 05 Linux Servers (virtual) 6 Technicians	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
3.	License/Subscription cost of the Remote Patch Management solution	Year 3	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 320 Windows clients ▪ 05 Apple clients ▪ 05 Windows Server (physical) ▪ 15 Windows Server (virtual) ▪ 05 Linux Servers (virtual) 6 Technicians	<input checked="" type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
4.	License/Subscription cost of the Remote Patch Management solution	Incremental	Annual Subscription	50 Windows clients	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
5.	License/Subscription cost of the Remote Patch Management solution	Incremental	Annual Subscription	10 Windows Server (physical and/or virtual)	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		

Lot 1	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in EURO	Total amount in EURO
6.	Implementation and Trainings Fees (remote)	One-time fee Annex C - section C1-C2	Working Days	07	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
7.	Remote Support and Maintenance Services Costs	Annex C - section C4 Year 1	Working Days	05	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
8.	Remote Support and Maintenance Services Costs	Annex C - section C4 Year 2	Working Days	05	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
9.	Remote Support and Maintenance Services Costs	Annex C - section C4 Year 3	Working Days	05	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
Total Cost of Services (Year 1 + Year 2 + Year 3)							
Other Charges (please specify)							
Taxes/ VAT (_____ %) (if applicable)							
Grand Total							

Modules of the Unified Endpoint Management (UEM) Solution with possible Licensing Activation during the Subscription period							
Lot 2	Item Name	Description	Unit of Measure	Quantity	Compliance with Technical Specifications in Annex B	Unit rate in EURO	Total amount in EURO
1.	Network monitoring software	LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 320 Windows clients ▪ 05 Apple clients ▪ 05 Windows Server (physical) ▪ 15 Windows Server (virtual) ▪ 05 Linux Servers (virtual) 6 Technicians	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		

2.	Assets Inventory (HW and SW management)	LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 320 Windows clients ▪ 05 Apple clients ▪ 05 Windows Server (physical) ▪ 15 Windows Server (virtual) ▪ 05 Linux Servers (virtual) 6 Technicians	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
3.	OS Imaging (for workstations only) for Remote Office deployment	LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD	Annual Subscription	350 composed as below: <ul style="list-style-type: none"> ▪ 350 Windows clients 6 Technicians	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
4.	Service Desk/Ticketing system	LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD	Annual Subscription by N# of Agent/Technician	Up to 10	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
5.	Mobile devices management	LICENSING ACTIVATION DURING THE SUBSCRIPTION PERIOD	Annual Subscription by N# of Mobile Devices	Up to 100 101-200 201-500	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
Total Cost of Services (Year 1 + Year 2 + Year 3)							
Other Charges (please specify)							
Taxes/ VAT (_____ %) (if applicable)							
Grand Total							

<p>Name, position and signature of the Bidder</p> <hr style="border: 0.5px solid black;"/> <p><i>Duly authorised to sign this Bid</i></p> <p>Date: _____</p>	<p>Bidder's Stamp</p>
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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 Goods. 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 Goods.

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 related to Lot 1 will be delivered based on the mutually agreed Implementation Plan by and no later than 15-Sept-2023
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_feb_2022.pdf

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