Request for Tender

The Woolcock Institute of Medical Research (Woolcock) is seeking quotations from qualified organizations/individuals interested in providing IT Support Services as described in the attached solicitation.

Woolcock plans to award a subcontract issued on a fixed price basis. Offerors must propose costs that they believe are realistic and reasonable for the work. Cost proposals will be evaluated as part of a best value determination for subcontract award, including cost effective approaches to achieve results.

Submission due date: Friday, October 9, 2020

Questions due date: Friday, October 2, 2020

Submissions of questions or requests for clarification must be submitted in writing via email to hoa.vu@sydney.edu.au with a copy to cuong.phamduc@sydney.edu.au by 5:00 PM Hanoi. Please do not contact any Woolcock employees regarding this RFT. Contacting individual employees may be cause for disqualification. No telephone inquiries will be answered.

Place and method for submission: If your organization decides to submit a proposal in response to this solicitation, it must be submitted in accordance with the RFT at the designated place. Proposals shall be submitted through the form as follows:
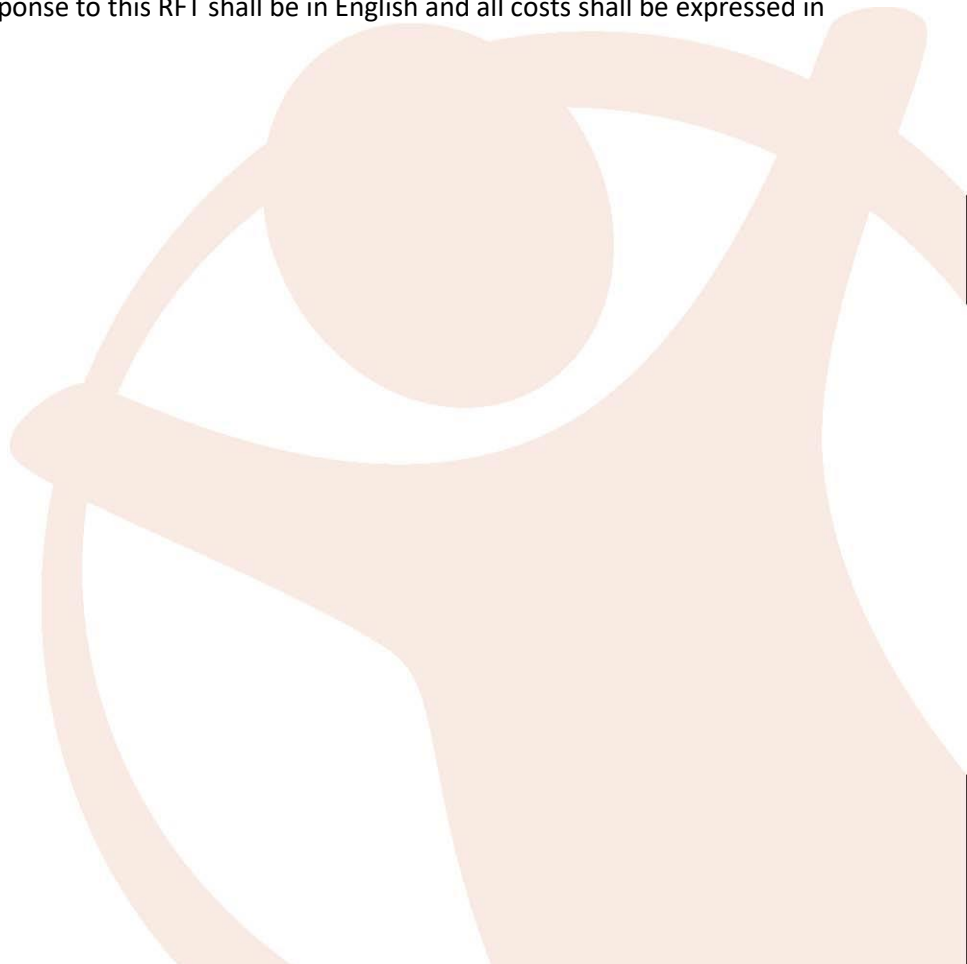
https://airtable.com/shrcSdbEiGZFqBSCi

Proposals shall provide technical solutions and cost aspects.

All proposal documents prepared in response to this RFT shall be in English and all costs shall be expressed in Viet Nam Dong.

INTRODUCTION

The Woolcock Institute of Medical Research (Woolcock) is an international NGO, registered with The Committee for foreign non-governmental organization affairs (COMINGO), and operating in Vietnam since 2009. Its major activity is conducting medical and health research, but it also undertakes training and capacity building.

It employs 50 people in Vietnam with a head office in Hanoi and other offices in HCMC and Ca Mau. It also has field staff operating in other 8 provinces. It has strong linkages with the National Lung Hospital (National TB Program) and Bach Mai Hospital as well as several other Institutes and Universities in Vietnam.

Its parent organisation is the Woolcock Institute of Medical Research, a medical research institute, based in Sydney, Australia. It also has strong linkages with the University of Sydney. Most of its funding is the form of medical research grants from the Australian National Health and Medical Research Council.

It has an existing leased internet line and managed wifi network in the Hanoi office. Similar hardware is planned for the TP HCM and Ca Mau offices.

SCOPE OF WORK

We are seeking qualified contractor to provide IT Support Services with timely technical and end-user support to users of Computers, Printers, Smartphones, Application software, System software and all related desktop support across Woolcock.

- Provide support for basic customer issues such as solving usage issues and fulfilling services desk requests that need IT involvement.
- Provide Macintosh and Windows PC end-user support and services to Woolcock staff.
- Provide user support on Office 365, SharePoint, Team, Stream, StaffHub, Flow, Planner, Sway, Video, Windows Servers
- Maintains hardware and software inventory
- Install, upgrade, support and troubleshoot Windows 7, 10 and Microsoft Office and any other authorised desktop applications.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment.
- Request and manage Sydney Unikey
- Manage and coordinate IT-related devices, and update information (status, handover, current user, etc) to Airtable for fixed-assets management.
- Develop manual and training for Woolcock staff on IT issues.

INSTRUCTION FOR PROPOSAL

The technical solutions should include

- Methodology to carry out this assignment
- Description of the composition of the team the Offeror will use to manage, conduct, follow up, and support the assignment. For each person mentioned, the Offeror must explain his/her respective role and responsibilities and the specific qualifications that make him/her particularly suited to that role. In addition, a detailed CV for each person must be attached to the proposal.

- Capacity of the firm which present the Offeror's overall qualifications as an organization to provide IT Support Services; and its track record delivering related activities that are similar and relevant to IT support services.

Offeror's cost proposal shall include the following information.

Offeror shall provide a brief overview of the history and of the firm to include:

- Offeror Information: Provide complete name and address, telephone, owner of the firm. Indicate whether information is being submitted on behalf of a parent firm or branch firm.
- Date of establishment
- Type of ownership
- Authorized Negotiator(s): Provide name, title, email, and telephone number of up to two (2) people in the firm who are authorized to negotiate and execute a subcontract, if awarded.
- Budget
- Fixed price support package for each month

The subcontract instrument to be issued under this RFT is a fixed price subcontract. The offeror should provide information of budget in Viet Nam Dong and should include tax and other expenses.

EVALUATION CRITERIA

As indicated above, all proposals will be evaluated by Woolcock Institute using the following criteria and scoring system:

Technical Solutions	20	points
Corporate Capabilities Statement	25	points
Key Personnel	25	points
Sub-total, Technical:	**70**	**points**
Reasonableness of Budget to Methodology	20	points
Completeness of Budget	10	points
Sub-total, Cost:	**30**	**points**
Total Possible Points:	**100**	**points**