

REQUEST FOR QUOTES (RFQ)

Issue Date: 19 February 2020

RFQ Number: 2019-43

RFQ Name: Short-Term Technical Assistance (STTA) Alumni Dashboard Developer

Questions due by: 25 February 2020 23:00 hours (UTC)

Answers will be provided by: 2 March 2020 23:00 hours (UTC)

Closing Date for offers: 5 March 2020, 23:00 hours (UTC)

Counterpart International (CPI) invites written quotes from qualified individuals, organizations and/or firms for the service of a cross-platform application developer.

Introduction

CPI is an NGO working in the international development sector. One of CPI's projects, Internet Freedom Project, enhances Internet freedom by improving the defensive cybersecurity capabilities of local partners in developing countries.

Problem: The Internet Freedom Project has graduated several thousand human rights defenders, activists and journalists. Our Digital Security Specialists (DSS) are in touch with most of them but it is difficult to know if they fall off the infosec wagon by using unpatched OS or digital services.

Solution: An Alumni Dashboard service which will run on alumni devices in order to scan their digital environment and flag them and the operator in case of none-updated services.

Requested Services

To achieve this solution, the Internet Freedom Project is requested quotes for the development and delivery of an Alumni Dashboard service. Specifically, The Internet Freedom Project seeks an individual or vendor to:

1. Develop the Alumni Dashboard and
2. Write the service documentation

Required Functionalities

The Alumni Dashboard service will, at a minimum, incorporate the following functionalities.

Monitor Alumni device to ensure that:

1. The system is up-to-date
2. Firewall is enabled
3. Disk encryption is enabled
4. Screen lock is enabled
5. Automatic updates are enabled
6. Remote login is disabled
7. The device is authentication-protected
8. An OTP-generating app or a password manager is installed

9. Device doesn't run anything it should be avoided
10. Flag the alumni in case of failures
11. Be easy to install
12. Be easy to use by the operator
13. Easily produce comprehensive analytical report
14. Encrypt data flows between alumni's devices and operator server
15. Not introduce new security risks for the device being monitored

The Alumni Dashboard must:

1. Run under Windows and macOS
2. Be in English
3. Be open-source using an [approved license](#) and a recognized forge to share the source code

The Alumni Dashboard should:

1. Be based on the Open Source Software Stethoscope (<https://ragtag.org/stethoscope>)
2. Run under Android and iOS
3. Be easily skin-nable into other languages including right-to-left languages (e.g. use Transifex as source for crowd-source-able skin translations)

Deliverables

The format, content and phasing of the deliverables will be discussed with and approved by the management team. Proposed deliverables are listed in the table in this RFQ's Section 3. The Alumni Dashboard Developer will report to and collaborate with the management team.

Period of Performance

This assignment is expected to begin o/a 16 March 2020 and be completed by o/a 21 August 2020.

Required Qualifications

Offerors must show qualifications in the following areas:

Key Competencies

1. ability to establish trusted relationships and develop good communications with the management team;
2. a good understanding of the benefits and challenges of cybersecurity;
3. a strong technical background in information technology and a firm understanding of internet security issues, including familiarity with methods of encryption for data during storage and transmission, circumvention of censorship, patch management, business continuity principles, social media security/privacy, mobile device security, and secure web hosting;
4. a mastery and understanding of a range of tools and technologies that would be

- appropriate for coding the service;
5. able to develop clear, comprehensive and understandable written documents.

The successful candidate will be:

1. an enthusiastic team player, good collaborator, but also able to work independently;
2. fluent in writing and speaking English;
3. able to take ownership of deliverables.

Eligibility requirements

By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Counterpart will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

All goods and services offered in response to this RFQ or supplied under any resulting award must meet USAID Geographic Code 935 in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228.

Offerors are also expected to provide proof of registration in their country of operation.

Price Offer

Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. Pricing must be presented in USD. Offers must remain valid for not less than ninety (90) calendar days after the offer deadline. Offerors are requested to provide quotations on official letterhead or format. In addition, Offerors responding to this RFQ are requested to submit the following:

Organizations responding to this RFQ are requested to submit a copy of their official registration or business license. Individuals responding to this RFQ are requested to submit a copy of their identification card.

Evaluation Procedures and Criteria

The award will be made to a responsible consultant or vendor whose offer follows the RFQ instructions, meets the eligibility requirements and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

Technical – 50 points: Consultant or vendor should have a strong technical background in information technology and a firm understanding of internet security issues, including familiarity with methods of encryption for data during storage and transmission, circumvention of censorship, patch management, business continuity principles, social media security/privacy, mobile device security, and secure web hosting; Quotation meets the required functionalities set out by this RFQ.

Past Performance – 30 points: At least 8 years’ experience in the design and development of varied digital services and strong experience in cybersecurity; timeliness of delivery. References will be contacted to verify previous performance.

Price – 20 points: The overall cost presented in the offer.

Prior to formal evaluation, references will be checked to ensure offerors’ technical competency. Those offerors not meeting the required competencies set out in the “Required Qualifications” section of this RFQ will not be considered.

If there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. CPI reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, CPI reserves the right to conduct any of the following:

1. CPI may conduct negotiations with and/or request clarifications from any offeror prior to award.
2. While preference will be given to the offeror that can address the full technical requirements of this RFQ, CPI may issue a partial award or split the award among various suppliers, if in the best interest of the Project.
3. CPI may cancel this RFQ at any time.

In submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the consultant agrees that any protest hereunder must be presented—in writing with full explanations—to the Project for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. CPI, at its sole discretion, will make a final decision on the protest for this procurement.

Instructions on Submission of Offers

You are requested to email your offer at or before the exact time specified in this solicitation. Consultant or vendor must provide the following information:

1. Solicitation/RFQ number;
2. Name, addresses (street, email, other), IM ID, and telephone number of the consultant or vendor;
3. Cover letter detailing offeror’s describing capabilities, ability to perform this task, and experience;
4. CV of consultant(s) who will undertake the work;
5. a list of three references, with e-mail and IM IDs for each;
6. Price quote, and;
7. Copy of your government-issued identification card and/or business license (so we know you’re “real”).

Offers should be submitted by e-mail (internetfreedom@counterpart.org) with the subject line:

“STTA - Alumni Dashboard developer” One fixed-price vendor contract will be awarded to the offeror whose quotation has the highest evaluation score. CPI reserves the right to make an award based on initial submission. CPI reserves the right to make no award if it is determined that the offers submitted do not satisfy the needs of the organization. Offers received after the specified time and date will be considered late and will be considered only at the discretion of CPI. All written quotations submitted must be valid for a period of at least 90 calendar days from the stated closing date.

Questions and Requests for Clarifications

Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 23h00 UTC on 25 February 2020 e-mail (internetfreedom@counterpart.org). Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that CPI believes may be of interest to other consultants will be posted on CPI’s website as an amendment to the RFQ. No phone inquiries.

Only the written answers posted by CPI will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of CPI or any other entity should not be considered as an official response to any questions regarding this RFQ.

Notification of Selection

Prior to the expiration period of proposal validity, CPI will notify the offeror who submitted the highest scoring proposal in writing by e-mail. Clarifications and revision of minor errors and omissions may be requested. Upon completion of either, consultant may be required to submit a revised quote.

Acceptance of Privacy Policy and Terms and Conditions

By Submitting quotation/proposal to CPI, the company or the individual consents to [CPI's privacy policy terms and conditions](#), and provides CPI permission to process the company’s or individual’s personal data specifically and only for the performance of, and purposes identified in, this solicitation document and in compliance with CPI’s legal obligations under applicable United States and European Union laws, data protection and regulations and any other applicable legal requirements. The company/Individual may withdraw their consent at any time e-mail (internetfreedom@counterpart.org). If consent is withdrawn, CPI reserves the right to accept or reject the offer.

Terms and Conditions

This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Counterpart or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to Counterpart’ standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

1. Counterpart' standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment for ordering documents issued under any contract resulting from this RFQ will only be issued to the entity submitting the offer in response to this RFQ and identified in the corresponding contract; payment will not be issued to a third party.
2. No commodities or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Burma (Myanmar), Cuba, Iran, North Korea, Syria.
3. Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on donor approved carriers/vessels.
4. United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFQ must ensure compliance with these laws.
5. The title to any goods supplied under any award resulting from this RFQ shall pass to Counterpart following delivery and acceptance of the goods by Counterpart. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Counterpart.

Section 3: Specifications and Technical Requirements

The table below contains the technical requirements of the commodities/services. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to CPI.

Line Item	Description and Specifications	Items and Specifications Offered	Total Price (USD)
1	A work-plan and detailed methodology within the first week of consultancy		
2	An alumni Dashboard alpha version for all OS mentioned in the technology section & source code		
3	An alumni Dashboard beta version for all OS mentioned in the technology section & source code		
4	An alumni Dashboard RC v1 for all OS mentioned in the technology section & source code		
5	Source code available in a recognized forge		
6	User documentation available in a recognized forge		
7	Operator documentation		
Subtotal			
Other Costs		(Describe)	
Grand Total (USD)			

Section 4: Offer Cover Letter

The following cover letter must be completed/signed/stamped:

To: Counterpart International
2345 Crystal Dr #301, Arlington, VA 22202
Reference: 2019-43

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ— are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any CPI staff members;
- We have no close, familial, or financial relationships with any other offerors submitting quotations in response to the above-referenced RFQ; and

The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

All information in our proposal and all supporting documentation is authentic and accurate. We understand and agree to Counterpart’s prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature:

Name of Signatory:

Date:

Official name associated with bank account (for payment):