



Request for Quote/Proposal (RFQ/RFP)

Commodity/Service Required:	IT Specialist
Type of Procurement:	Services Agreement
Type of Contract:	Fixed Price
Term of Contract:	November 1, 2024 to October 31, 2025
Contract Funding:	US Government
This Procurement supports:	USAID End Wildlife Crime (EWC)
Submit Proposal to:	USAID End Wildlife Crime Research Triangle Institute 208 Wireless Road Building, Unit 1201/1, 12th Floor, Wireless Road, Lumpini, Pathumwan, Bangkok 10330 Phone: +66 02-050-9941-42 Email: achuenwanta@ewcasia.org , osanonork@ewcasia.org
Date of Issue of RFP:	October 31, 2024
Date Questions from Supplier Due:	November 4, 2024
Date Proposal Due:	November 8, 2024
Approximate Date Purchase Order Issued to Successful Bidder(s):	November 15, 2024

Method of Submittal:	
Email to: Anocha Chuenwanta at achuenwanta@ewcasia.org , Orraphan Sanonork at osanonork@ewcasia.org	
Respond via e-mail with attached document in MS Word / pdf format. The Bidder/Seller agrees to hold the prices in its offer firm for 30 days from the date specified for the receipt of offers, unless another time is specified in the addendum of the RFP/RFQ.	
Solicitation Number:	RFQ-EWC-24-008

Attachments to RFP:

1. Attachment “A” – Commodity Specifications
2. Attachment “B” – Instructions to Bidders/Sellers

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3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA
Telephone 919.541.6000 ■ Fax 919.541.5985 ■ www.rti.org

3. All PO Terms and Conditions are listed on our website at: <https://www.rti.org/sites/default/files/rti-purchase-order-terms-and-conditions-v1.16.pdf>, http://www.rti.org/files/PO_FAR_Clauses.pdf or for commercial items: http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf (hereinafter the “Terms”). Supplier’s delivery of products, performance of services, or issuance of invoices in connection with this purchase order establishes Supplier’s agreement to the Terms. The Terms may only be modified in writing signed by both parties.

All bidders/sellers are responsible to carefully review each attachment and follow any instructions that may be relevant to this procurement.

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Attachment A Commodity Specifications or Statement of Work

Statement of Work

Indicate a description of the activity/service that is expected from the supplier. Provide product specifications or service expectations (both if applicable). Include deliverables, timelines, and any special terms and conditions.

Description of Activity/Service:

RTI International has been working in Asia for more than 35 years, providing technical assistance, institutional strengthening, and program support on behalf of governments, foundations, and private-sector clients. We maintain 15 projects in the Asia region with offices located in Indonesia, Thailand, Cambodia, Philippines, India, Laos, Kyrgyzstan, and Nepal. Together with our local partners, we deliver science-based solutions and advisory and technical services to help countries across Asia achieve national, regional, and local goals—in health, education, economic growth, governance and public policy, and environmental management.

RTI has recently been awarded a five (5) year project called the USAID End Wildlife Crime (EWC) – a USAID funded project. USAID End Wildlife Crime (EWC) is a 5-year program that aims to conserve biodiversity and reduce threats to biodiversity from wildlife trafficking by strengthening civil society and rules-based governance to encourage the growth of constituencies for the conservation of nature and wildlife.

RTI requires the services of an IT Specialist to support EWC project staff with IT support so that they can effectively complete their tasks and technical activities. The purpose of this RFQ is to solicit for these items.

Product or Service Expectations (both if applicable):

- A. The successful Bidder/Supplier is to provide a range of IT support services outlined below. Information about the number of individuals for whom support will be needed is estimated below, and subject to change:

The IT consulting firm will be required to work with RTI Help Desk and Regional GTS team to provide the following support:

1. Required services:

- On-site support (Provide IT Support in-person at least 1 - 2 day/week or minimum 8 hours/week preferable Wednesdays for EWC Bangkok Office) and backup support in-person when the assigned one is not available.
- Solve all non-emergency services call within 24 hours
- On Call service (remotely or in-person) will be provided by IT Support person.
- Any changes request of weekly day (Tuesday) will be accepted for IT Support with 48

hours prior notification.

- To Provide 1st level IT Support including desktop support, Hardware & software setup and installation, hardware/network checking and monitoring (printers, scanners, Wireless AP, etc.) including basic troubleshooting for all of the network/IT equipment
- Ensure the internet connectivity is up and functioning. Escalate to and follow up with the ISP where there is an internet outage
- Ensure that the network printers, scanners, copiers are accessible from the workstations/computers.
- To maintain network infrastructure and voice communications including router, wireless access points, ethernet switches, printers, scanners and PABX systems in accordance with RTI IT standards and regulations as first level support. First level support includes cabling problem, power problem, hardware replacement.
- Ensure that the staff laptop data is backed up to OneDrive/Backup solution continuously
- Manage and prepare computers for new staff, including installing necessary standard software like Office365, Ivanti agent, antivirus, etc.
- provide support for market research on IT procurement when needed
- Train new staff on the technology and security standards as needed
- Configure laptops, docking stations and monitors for new staff or help with staff move as needed
- Support for email on phone application
- Work with third party vendor if necessary such as Video conference vendor, Printer and scanners vendor, PABX Vendor, Network vendor, Wireless Control Vendor and Door Access Control Vendor for escalation under supervision of GTS ARO
- Orient new staff members on IT service usage and conduct continuous refresher training for existing staff. This will include providing training on any new products rolled out by RTI.
- To ensure that all devices are compliant with USAID regulation.

2. Troubleshooting

- Provide on-site software and hardware troubleshooting, run regular software upgrades using Ivanti and install new software for the client whenever required (It is prohibited to install unlicensed software on RTI devices).
- In the event of an emergency, assist with restoration of laptop, including to restore data from OneDrive/backup software.
- Add/replace internet connections, network device connection, WAPs, video conference, Printers/scanner wiring as needed
- Monitoring the UPS for network equipment

3. Maintenance

- Maintenance of both wired and wireless networks
- Work under GTS ARO supervision for preparing the laptop for data archiving/backup and re-imaging laptops for departing staff and updating IT inventory
- Decommissioning of equipment as per replacement cycle or due to damage

Details of the network and equipment are as follows:

- Switch: 1 unit
- Router/firewall: 1 unit
- Video conferencing: 1 unit
- UPS: 1 unit
- Laptops: 12 units

- Printer: 5 units
- Wireless Access point: 3 units
- Other equipment that the Project will decide to purchase i.e mobile phones, external HDD, 1 extra laptop etc.

Product or Service Expectation: IT services

Deliverables, Timelines, Special Terms and Conditions:

- IT Activity Report of RTI Thailand EWC Activity Office Provide weekly reports every Friday and send to Senior Operations Manager (osanonork@ewcasia.org) and GTS ARO (gts-ss-aro@rti.org). The weekly report should capture:
 - Calls reported by end users and resolved
 - Calls reported to GTS ARO team
 - Pending calls that require follow up by the IT consulting firm
 - System outages
- Timely and effective IT personnel and support services, troubleshooting and maintenance services for the project office

B. The successful Bidder/Supplier is responsible for all administrative requirements of the contract, including supplying all necessary forms, etc.

C. Provide a dedicated Focal Point who is responsive and has strong management, oversight and customer service knowledge, skills and behaviors.

D. Provide a clear IT support services management plan and minimum standard service level agreement.

E. The successful Bidder/Supplier is to hold the same premium rate and provide same Terms and Conditions to any additional staff.

F. Be able to provide the following facilities and services:

- 1) IT support services personnel with excellent knowledge, skills, and behaviors.
- 2) Excellent management and oversight to meet the contract terms.

Service Schedule

- Scheduled on site visit minimum 8 hours a week. (1 or 2 days in a week).
As determined by the Senior Operations Manager and GTS ARO.
- Emergency visit as requested.

Deliverables, Timelines, Special Terms and Conditions:

Suppliers are required to submit their quotation with the following information:

• Price.

- a) Bidders are requested to provide quotations on an official letterhead or format; in the event this is not possible, bidders may complete the table below.
- b) Clear Terms of payment
- c) Statement for possible to receive VAT exception or not.

• Technical.

a) Qualifications of their proposed IT Specialist(s) including CVs or resume

• Past Performance. List of previous clients in the last two years and proof of local legal registration.

Documents to attach together with the financial offer.

- a) Annex 1_supplier company profile
- b) Annex 2 Vendor Information Form
- c) Annex 4_RTI_Reps_and_Certs_International_UEI
- d) Signed RFQ.

If selected, the bidder is required to obtain a UEI Number. See the explanation on the UEI number under Annex 3 UEI registration guide 1.

Pricing

Item #	Quantity to be Purchased	Description of Preferred Commodity or Services Specifications	Unit of Measure	Unit Fixed Price (Each)	Total Fixed Price (Each)	Lead Time Availability (Number of Days)
1	365 days	IT Specialist Services	Daily Rate	X	X	
2						
3						
Total Value						

By signing this attachment, the bidder confirms he has a complete understanding of the specifications and fully intends to deliver items that comply with the above listed specifications.

Signature:

Title:

Date:

Attachment “B” Instructions to Bidders/Sellers

- Procurement Narrative Description:** The Buyer (RTI) intends to purchase commodities and/or services identified in Attachment A. The Buyer intends to purchase the quantities (for commodities) and/or services (based on deliverables identified in a Statement of Work). The term of the Ordering Agreement shall be from Award Date to the Delivery date of the Offeror unless extended by mutual agreement of the parties. The Buyer intends to award to a single “approved” supplier based on conformance to the listed specifications, the ability to service this contract, and selling price. We reserve the right to award to more than one bidder. If an Ordering Agreement is established as a result of this RFQ/RFP, supplier understands that quantities indicated in the specifications (Attachment A) are an estimate only and RTI does not guarantee the purchase quantity of any item listed.
- Procuring Activity:** This procurement will be made by **Research Triangle Institute (RTI International)**, located at

RTI International 208 Wireless Road Building, 12 th Floor, Unit 1201/1, Wireless Road, Lumpini, Pathumwan Bangkok 10330
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(insert full address of the office)

who has a purchase requirement in support of a project funded by

USAID RDMA

(insert client’s name)

RTI shall award the initial quantities and/or services and any option quantities (if exercised by RTI) to Seller by a properly executed Purchase Order as set forth within the terms of this properly executed agreement.

- Proposal Requirements.** All Sellers will submit a quote/proposal which contains offers for all items and options included in this RFQ/RFP. All information presented in the Sellers quote/proposal will be considered during RTI’s evaluation. Failure to submit the information required in this RFQ/RFP may result in Seller’s offer being deemed non-responsive. Sellers are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach RTI’s office designated in the RFQ/RFP by the time and date specified in the RFQ/RFP. Any offer, modification, revision, or withdrawal of an offer received at the RTI office designated in the RFQ/RFP after the exact time specified for receipt of offers is “late” and may not be considered at the discretion of the RTI Procurement Officer. The Seller’s proposal shall include the following:
 - The solicitation number:
 - The date and time submitted:
 - The name, address, and telephone number of the seller (bidder) and authorized signature of same:
 - Validity period of Quote:

- (e) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary.
 - (f) If RTI informs Seller that the Commodity is intended for export and the Commodity is not classified for export under Export Classification Control Number (ECCN) “EAR99” of the U.S. Department of Commerce Export Administration Regulations (EAR), then Seller must provide RTI the correct ECCN and the name of Seller’s representative responsible for Trade Compliance who can confirm the export classification.
 - (g) Lead Time Availability of the Commodity/Service.
 - (h) Terms of warranty describing what and how the warranties will be serviced.
 - (i) Special pricing instructions: Price and any discount terms or special requirements or terms (special note: pricing must include guaranteed firm fixed prices for items requested.
 - (j) Payment address or instructions (if different from mailing address)
 - (k) Acknowledgment of solicitation amendments (if any)
 - (l) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including points of contact with telephone numbers, and other relevant information)
 - (m) **Special Note:** *The Seller, by his response to this RFQ/RFP and accompanying signatures, confirms that the terms and conditions associated with this RFQ/RFP document have been agreed to and all of its attachments have been carefully read and understood and all related questions answered.*
4. **Forms:** Sellers (potential bidders or suppliers) must record their pricing utilizing the format found on Attachment “A”. Sellers must sign the single hardcopy submitted and send to address listed on the cover page of this RFQ/RFP.
5. **Questions Concerning the Procurement.** All questions in regards to this RFQ/RFP to be directed to

Ms. Anocha Chuenwanta
(insert name of procurement officer)

at this email address:
achuenwanta@ewcasia.org
(insert email address of the procurement officer).

The cut-off date for questions is *(insert date)*.
November 4, 2024

6. **Notifications and Deliveries:** Time is of the essence for this procurement. Seller shall deliver the items or services no later than the dates set forth in the contract that will be agreed by both parties

as a result of this RFQ/RFP. The Seller shall immediately contact the Buyer’s Procurement Officer if the specifications, availability, or the delivery schedule(s) changes. Exceptional delays will result in financial penalties being imposed of Seller.

7. **Documentation:** The following documents will be required for payment for each item:
 - (a) A detailed invoice listing Purchase Order Number, Bank information with wiring instructions (when applicable)
 - (b) Packing List
 - (c) All relevant product/service documentation (manuals, warranty doc, certificate of analysis, etc.)

8. **Payment Terms:** Refer to RTI purchase order terms and conditions found in <https://www.rti.org/sites/default/files/rti-purchase-order-terms-and-conditions-v1.16.pdf> , http://www.rti.org/files/PO_FAR_Clauses.pdf, or http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf. Payment can be made via wire transfer or other acceptable form. Sellers may propose alternative payment terms and they will be considered in the evaluation process.

9. **Alternative Proposals:** Sellers are permitted to offer “alternatives” should they not be able to meet the listed requirements. Any alternative proposals shall still satisfy the minimum requirements set forth in Attachment A Specifications.

10. **Inspection Process:** Each item shall be inspected prior to final acceptance of the item. All significant discrepancies, shortages, and/or faults must be satisfactorily corrected and satisfactorily documented prior to delivery and release of payment.

11. **Evaluation and Award Process:** The RTI Procurement Officer will award an agreement contract resulting from this solicitation to the responsible Seller (bidder) whose offer conforms to the RFQ/RFP will be most advantageous to RTI, price and other factors considered. The award will be made to the Seller representing the **best value** to the project and to RTI. For the purpose of this RFQ/RFP, price, delivery, technical and past performance are of equal importance for the purposes of evaluating, and selecting the “best value” awardee. RTI intends to evaluate offers and award an Agreement without discussions with Sellers. Therefore, the Seller’s initial offer should contain the Seller’s best terms from a price and technical standpoint. However, RTI reserves the right to conduct discussions if later determined by the RTI Procurement Officer to be necessary.

The evaluation factors will be comprised of the following criteria:

- (a) **PRICE.** Lowest evaluated ceiling price (inclusive of option quantities) .
- (b) **DELIVERY.** Seller provides the most advantageous delivery schedule.
- (c) **TECHNICAL.** Items/Services shall satisfy or exceed the specifications described in RFQ/RFP Attachment A.
- (d) **PAST PERFORMANCE** - Seller can demonstrate his/her capability and resources to provide the items/services requested in this solicitation in a timely and responsive manner.
- (e) **OTHER EVALUATION CRITERIA.**

Payment Terms

12. **Award Notice.** A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful supplier within the time acceptance specified in the offer, shall result in a binding contract without further action by either party.

13. **Validity of Offer.** This RFP in no way obligates RTI to make an award, nor does it commit RTI to pay any costs incurred by the Seller in the preparation and submission of a proposal or amendments to a proposal. Your proposal shall be considered valid for 30 days after submission.
14. **Representations and Certifications.** Winning suppliers under a US Federal Contract are required to complete and sign as part of your offer RTI Representations and Certifications for values over \$10,000.
15. **Certifications.**
Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions - Certification and Disclosure Regarding Payments to Influence Certain Federal Transaction as referenced in FAR 52.203-11 is hereby incorporated into this Request for Proposal as a condition of acceptance.
- Limitation on Payments to Influence Certain Federal Transactions-** Limitation on Payments to Influence Certain Federal Transactions as referenced in FAR 52.203-12 is hereby incorporated into this Request for Proposal as a condition of acceptance.
16. **Anti- Kick Back Act of 1986.** Anti-Kickback Act of 1986 as referenced in FAR 52.203-7 is hereby incorporated into this Request for Proposal as a condition of acceptance. If you have reasonable grounds to believe that a violation, as described in Paragraph (b) of FAR 52.203-7 may have occurred, you should report this suspected violation to the RTI's Ethics Hotline at 1-877-212-7220 or by sending an e-mail to ethics@rti.org. You may report a suspected violation anonymously.
17. **The John S. McCain National Defense Authorization Act for fiscal year 2019 - section 889.** RTI cannot use any equipment or services from specific companies, or their subsidiaries and affiliates, including Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, and Dahua Technology Company ("Covered Technology"). In response to this request for proposal, please do not provide a quote which includes any Covered Technology. Any quote which includes Covered Technology will be deemed non-responsive. Additionally, if the United States Government is the source of funds for this RFP, the resulting Supplier shall not provide any equipment, system, or service that uses Covered Technology as a substantial or essential component

Acceptance:

Seller agrees, as evidenced by signature below, that the seller's completed and signed solicitation, seller's proposal including all required submissions and the negotiated terms contained herein, constitute the entire agreement for the services described herein.

By: *(Seller Company Name)*

Signature: _____

Title:

Date: