



## إعلان عن طرح مناقصات عامة

تدعو هيئة أبوظبي للزراعة والسلامة الغذائية كافة الشركات المتخصصة والمرخصة من قبل دائرة التنمية الاقتصادية بأبوظبي للمشاركة في المناقصات التالية :

رقم المناقصة	موضوع المناقصة	رسوم المناقصة	آخر موعد لتسليم العطاءات
6811003604	خدمة إيجار أجهزة لوحية لموظفي الميدان	1000 درهم	2020/01/12
6811003639	دمج أنظمة مايكروسوفت - السجل الموحد للموظفين - المرحلة الأولى	1000 درهم	2020/01/13
6811003599	إدارة خدمات تقنية المعلومات	5000 درهم	2020/01/20

- يمكن الحصول على وثائق المناقصات خلال ساعات الدوام الرسمي - إدارة العقود والمشتريات - الطابق الثاني عشر بمقر الهيئة في أبوظبي وذلك مقابل دفع الرسوم غير القابلة للرد والموضحة أعلاه، مع ضرورة إحضار نسخة عن الرخصة التجارية سارية المفعول.
- يحق للهيئة قبول أو رفض أي عطاء أو إلغاء المناقصات دون إبداء الأسباب.
- يتوجب على جميع المشاركين بالمناقصات أن يكونوا مسجلين أو قد أنهوا متطلبات التسجيل في نظام أبوظبي لإدارة الموارد الحكومية التابع لدائرة المالية قبل تقديم العطاءات.
- يعتبر هذا الإعلان جزءاً مكملاً لمستندات المناقصات.
- لمزيد من المعلومات عن تفاصيل هذه المناقصات يرجى زيارة الموقع الإلكتروني لهيئة أبوظبي للزراعة والسلامة الغذائية:  
<https://www.adafsa.gov.ae/Arabic/Bids/Pages/default.aspx>
- في حال وجود أي استفسارات يرجى التواصل على الرقم: 02-8181187.
- **ملاحظة:** في حال وجود أي تعديل أو تمديد أو إلغاء للمناقصات سيتم الإعلان عن ذلك من خلال الموقع الإلكتروني للهيئة وحساباتها الرسمية على مواقع التواصل الاجتماعي.



هيئة أبوظبي للزراعة والسلامة الغذائية  
ABU DHABI AGRICULTURE AND FOOD  
SAFETY AUTHORITY

## **Confidentiality Undertaking**

### **Tender no 6811003599 – ICT Managed Services**

#### **1.1 Background**

Abu Dhabi Agriculture & Food Safety Authority is the local authority in charge of agriculture, food safety, food security and biosecurity in the Emirate of Abu Dhabi. It aims to develop a sustainable agriculture and food sector and protect the health of animals and plants to enhance the biosecurity and achieve food security. In addition, the authority is responsible for preparing plans, programs and activities in the field of agriculture, food safety and food security.

ADAFSA is head quartered in Abu Dhabi and has branch offices in Al Ain and Western region. ADAFSA also has multiple site offices to serve its customers spread across the emirates of Abu Dhabi.

#### **1.2 Project Objectives:**

This RFP aims to select and contract the most favorable and effective service provider to deploy, manage and maintain the ICT Operations & Application Services in a cost-effective way and with high quality standards to all ADAFSA locations. The concrete Project objectives for this RFP are:

- a. Ensuring that the Service Provider works collaboratively and cooperatively with ADAFSA and Third-Party Suppliers to deliver end-to-end services
- b. Cost savings against its existing cost of services
- c. Cost savings over the lifetime of the contract (reducing cost)
- d. A more efficient service with transformation including appropriate innovation
- e. A service benchmarked for service quality and rated well when subjected to an annual check
- f. The Service Provider is expected to propose & provide a proactive support model.

- g. The Service Provider is expected to deliver a Transformational Outsourcing Model
- h. Align ICT and the ADAFSA ICT Systems with the priorities of the organization – as a service-providing entity, ADAFSA should be structured around the ICT services and support needs of the organization both at HQ and in the field.
- i. Strengthen ICT Governance – the appropriateness and cost-effectiveness of all ICT investments and expenditures must be subjected to scrutiny to ensure that ADAFSA gets the best products, services and value for money while avoiding investment in redundant and obsolete technologies and services.
- j. Leverage technology and modernize ADAFSA ICT Systems – move from running and maintaining specific technologies and applications to implementing managed services, thereby focusing more on service delivery, interaction with the business owners, and exploring and understanding the line of business to leverage technology.
- k. Existing ICT infrastructure and systems should be modernized by adopting relevant and cost-effective technologies to provide end-to-end services that enable ADAFSA to conduct its business more effectively and efficiently.
- l. Build capacity to manage specialists – build capacity to manage specialists engaged under Framework Agreements and via Managed Service contracts, to ensure that the entity (ADAFSA) gets the best services and value for money.
- m. Strengthen ICT capacity and flexibility – Ensure that adequate capacity exists for the design and implementation of customized solutions when certain ICT needs cannot be met by what is commonly available in the market. Build increased and flexible capacity, in human resources, equipment, communication and network capabilities, to meet the demands of the business, putting in place alternatives and standby arrangements to prevent and professionally handle service disruptions, address unexpected surges in demand, and respond to field emergencies.
- n. Create service-oriented, secure and customer-friendly ICT systems and services – Ensure the involvement of the end users from the design and development of ICT systems and services to their testing, rollout and operation. ICT services should be demand-driven. MSP must focus on the delivery of end-to-end services as opposed to running specific technologies and providing specific service components.

- o. Deliver services which are compliant with UAE regulations requirements such as NESAs and ADDAs (but not limited to)

It is essential that the solution proposed by bidder consider the above-mentioned objectives to meet the overall requirements of ADAFSA.

### 1.3 Pre-qualification Criteria

In order for ADAFSA to conduct detailed evaluation of the bidder’s proposal for this RFP, the bidder must qualify for the below mentioned pre-bid qualification criteria. Kindly provide the information as requested below for ADAFSA to conduct a pre-qualification exercise, along with relevant evidences & references for each pre-qualification criteria. The bidders are expected to comply with each of the below criteria for them to be qualified and lack of evidence/reference against any one of the criteria will disqualify the bidder.

S No.	Parameters
1	Bidder must be established for at least 10 years with experience working with ICT Managed Services projects globally or in the UAE. Bidder must provide at least 5 case studies globally and/or locally (UAE) each. The bidder should provide client credentials with a brief description of services delivered for such customers.
2	Bidder must have worked with UAE Government & should provide at least 5 case studies with UAE Government (providing similar scope of services) detailing the nature of work.
3	Bidder must have experience in Transition Management of ICT Managed Services. Bidder must provide at least 2 case studies detailing this experience.

**Scope of Services include:**

1. Co-location Services
2. Managed Network Services
3. Managed Storage Services
4. Managed Backup Services
5. Server Management Services
6. Service Desk Management
7. End User Computing
8. Application Development
9. Application Maintenance and Support
10. APC Cooling Unit Support and Maintenance
11. Security Operations
12. Server and Storage Hardware Maintenance & Support
13. Disaster Recovery (Optional)
14. Hardening and Penetration Testing (Optional)

**Information List:**

The Bidder must also provide the below list of information along with the complying to the above criteria for them to be pre-qualified.

<b>S No.</b>	<b>Parameters</b>
1	Provide details of the ICT Managed Services footprint in Middle East region and provide average headcount for providing such services, based in this region.
2	Provide details on the total revenue for last financial year in UAE Dirhams and the percentage of the revenue that is from ICT Managed/Outsourcing Services.

**1.4 Terms and Conditions:**

- A copy of the RfP will be provided to only participating bidders as an original copy after signing attached - Annex I - Confidentiality Undertaking from the authorized person in the company and paying the tender fees.

This to be delivered by hand to Contracts and Procurement Division – 12<sup>th</sup> floor – ADFCA HQ.

## **Annex I – Confidentiality Undertaking**

Date:

To: Abu Dhabi Agriculture and Food Safety Authority

Vendor Name:

Address:

### **Subject: Tender no 6811003599 – ICT MANAGED SERVICES**

In consideration of our acceptance to make the mentioned tender available to interested vendors, interested vendors hereby undertake the followings:

- 1- For the purpose of this Undertaking, "Confidential Information" shall mean all tangible or intangible information about ADAFSA, whether commercial, technical, financial or business or otherwise provided by ADAFSA for the purposes of this Undertaking (and whether communicated orally, in document form, by demonstration or otherwise) which is contained in or discernible from any form whatsoever (including without limitation data, drawings, films, documents, computer readable media, applications and software's and any other related documents and material).
  
- 2- For the Confidential Information you receive from ADAFSA, you will:
  - a) treat the same as confidential and not disclose it to any third party, taking in consideration;
    - that you may disclose such Confidential Information to your auditors, other professional advisers, your parent company for the purposes of this Undertaking (provided that any disclosure shall be limited in the case of any parent company to such of its employees who have a "need to know" for the purposes of this Undertaking and then subject to prior Undertakings of confidence from those employees and if necessary, reasonable and appropriate steps shall be taken to enforce any duty of confidence owed to the parent company by any employee in so far as such enforcements appears to be necessary for the protection of confidentiality of the confidential information).
    - Confidential Information shall not be reproduced in any form except as required to accomplish the intent of this RFP. Any reproduction of any Confidential Information shall remain the property of ADAFSA and shall contain any and all confidential or proprietary notices or legends which may appear on the original, unless otherwise authorised in writing by ADAFSA
    - that you may disclose such Confidential Information if required by a Court or tribunal or other regulatory authority of competent jurisdiction.

b) Use the same only for the purposes of this RFP proposal development.

c) Keep the Confidential Information, and any copies thereof, secure and in such a way as to prevent unauthorized access by any third party; and

e) Disclose the same only to such of your employees and professional advisors who have a "need to know" for the purposes of this Undertaking, and then subject to prior Undertakings of confidence from those employees and if necessary take all reasonable and appropriate steps to enforce any duty of confidence owed to it by any employee insofar as such enforcement appears to be necessary for the protection of the confidentiality of the Confidential Information.

3- You acknowledge that the Confidential Information and any copies thereof shall remain ADAFSA property and its disclosure shall not confer on you any rights over the Confidential Information whatsoever beyond those contained in this letter. You will return to us the Confidential Information and any copies on our written request.

4 - You shall indemnify and hold us and our employees harmless from and against:

- any losses, liabilities, costs, charges and expenses which any of such persons may suffer or incur; and
- any action, claim or proceeding (and any costs, charges and expenses or other liabilities arising therefrom) brought by any third party;
- Any breach by you or any of your directors, employees, agents and advisers of their obligations under or pursuant to the provisions of this letter Undertaking.

5- This letter and the obligations contained herein shall be valid, binding and enforceable on the signatories for a period of five (5) years from the date of execution hereof.

6- This Undertaking shall be governed by and construed in accordance with UAE Law and the parties hereby submit to the exclusive jurisdiction of the UAE courts.

Please indicate your Undertaking to the foregoing by having your authorized representative sign this letter and return it to us.

**Yours faithfully,**

Agreed and accepted for and on behalf of Vendor (Name)

Authorized person Name:

Title:

Date & Stamp: