



African Union Commission

Request for Quotations

Provision of Design and Training Services for:

- i) COBIT Foundation**
- ii) ITIL Service Capability – Service Offering Agreement (SOA)**
- iii) ITIL Service Capability – Planning**
- iv) Protection Optimization (PPO)**
- v) Support Skills for Technicians – CompTiA+ 1-2**

Procurement No: AUC/MIS/NC/010

Date of Issue: 19th August 2019

LETTER OF INVITATION

Dear Bidders

The African Union Commission invites **eligible Firms** to submit quotations (Technical and Financial) for carrying out the services as described herein. Any resulting order shall be subject to the contract attached except where modified by this Request for Quotations (RFQ).

SECTION A: REQUEST FOR QUOTATION

- 1) Description of the Service: Training Service on: COBIT Foundation, ITIL Service Capability – Service Offering Agreement (SOA), ITIL Service Capability – Planning, Protection & Optimization (PPO), Support Skills for Technicians – CompTiA+ 1-2
- 2) Currency of quotation: **US Dollars for foreign Firms, ETB for local firms.**
- 3) Services are to commence by: **October 2019**
- 4) Services are to be: two weeks from commencement date.
- 5) Quotations must be valid for **90 days** from the Return by Date given below.
- 6) This is a two envelope bidding. Bidders should ensure that the Technical and Financial offers are enclosed in **two separate envelopes** sealed and both should be enclosed in one outer envelope clearly indicating the title and Procurement number
- 7) Quotations must be received, in sealed envelopes no later than: **1500 hrs** Addis Ababa time on **16th September 2019 at 1500 hours Local Time.**
- 8) Quotations must be returned to:

**The Head, Procurement, Travel and Stores Division
African Union Commission,
P. O. Box 3243, Addis Ababa, Ethiopia
3rd Floor, Building C,
Telephone+251 (0)11-551 7700 Ext 4321 or 4525
Email: tender@africa-union.org**

Clarification Requests: Clarification requests should be addressed to tender@africa-union.org, Tel+251115517700, Ext 4485 or 4525

- 9) You are requested to quote by submitting a Technical and Financial Proposal. The whole cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
- 10) Quotations that are responsive, qualified and technically compliant will be ranked according to Quality Cost-Based Selection. Award of Contract will be made issue of a Purchase Order.
- 11) Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion signed by the Project Coordinator.

Your quotation is to be returned on this Form by completing and returning Sections B, the technical and financial Proposals

SECTION B: QUOTATION DETAILS

- 1) Currency of Quotation
- 2) Services will commence withindays/weeks from date of Purchase Order.
- 3) Services to be completed bydays/weeks/months from date of Purchase Order
- 4) Validity period of this quotation isdays from the Return by Date.
- 5) We enclose the following document(s) as required by the Purchaser:

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- 6) We confirm that our quotation is subject to the African Union General Conditions of Contract and is based on the terms and conditions stated in your Request for Quotation referenced above.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____
Position: _____ Date: _____

Authorised for and on behalf of:

Company: _____

Registered Address:

.....
.....
.....

SECTION C: TERMS OF REFERENCE

Provision of design and training services for: COBIT Foundation, ITIL Service Capability – Service Offering Agreement (SOA), ITIL Service Capability – Planning, Protection Optimization (PPO), Support Skills for Technicians – CompTiA+ 1-2

1. Introduction

In pursuit of its mandate to *ensure the best quality of service delivery within the AU Commission*, the Management of Information System (MIS) would like to conduct training sessions on: COBIT Foundation, ITIL Service Capability – Service Offering Agreement (SOA), ITIL Service Capability – Planning, Protection & Optimization (PPO), and CompTiA+ 1-2.

2. Rationale for the Trainings

2.1 COBIT

COBIT – FOUNDATION

Overview

Organizations are under increasing pressure to deliver value and manage risk. Effective IT governance, which includes implementing processes and organizational structures, is clearly required to ensure IT supports the organization's overall strategy and objectives.

COBIT®5 was launched in 2012 and provides a globally accepted framework for businesses to govern and manage enterprise IT. The primary focus of the framework is to maximize the value of information by aligning business and IT strategies. COBIT 5 incorporates the most up to date techniques for governance and management by bringing together COBIT 4.1, Val IT and Risk IT into one single framework. The COBIT®5 Foundation course has been developed to allow anyone with an interest in governance to explore the key elements and principles of the framework.

COBIT®5 Foundation is ideal for assurance, security, risk, privacy and compliance professionals or business leaders and stakeholders who are involved in or affected by governance and management of information and information systems.

Learning Outcomes

Delegates will develop an understanding of the key principles and terminology within COBIT®5. Specifically the delegate will understand:

- The major drivers for the development of a Framework
- The business benefits of using COBIT®5
- The COBIT®5 Product Architecture

- The IT management issues and challenges that affect enterprises and Organizations
- The 5 Key Principles of COBIT®5 for the governance and management of Enterprise IT
- How COBIT®5 enables IT to be governed and managed in a holistic manner for the entire enterprise
- Understand the key concepts in a Process Capability Assessment and the key attributes of the COBIT®5 PAM (Process Assessment Model)
- How the COBIT®5 processes and the Process reference Model (PRM) help guide the creation of the 5 Principles and the 7 Governance and Management Enablers

Course Outline:

- Understand levels of IT-related risk and make informed decisions to reduce information security incidents.
- Deliver this understanding and risk awareness to improve prevention, detection and recovery within an organization.
- Provide tools for organizations to maintain high quality information to support business decisions.
- Help an organization to meet with regulatory and statutory or government requirements.
- Understand COBIT® approach to governance and its relationship with other IT best practices.

2.2 ITIL

ITIL® provides a robust framework for identifying, planning, delivering and supporting IT services that can be adapted and applied to all business and organizational environments.

The guidance covers the entire service lifecycle from the identification of requirements from the business and then IT, to designing and embedding a solution and to maintaining the new service through continuous review and improvement.

The Successful adoption of ITIL as IT service delivery framework, will help the MIS Division to improve delivered services by providing ways of:

- Implementing best practices to improve IT services
- Improving the staff satisfaction
- being a paradigm to measure the performance of IT services provided
- Improving and developing positive relationships with the business by providing efficient services that meet the organization needs
- Enhancing the Capability and productivity of IT staff within the Commission
- Establishing cost-effective systems for managing demand for MIS services
- Resulting in better asset utilisation
- Supporting business change whilst maintaining a stable service environment.
- Managing better business risk and service disruption or failure
- Maintaining a stable service IT environment

It is therefore, found indispensable to organize training sessions on ITIL for all MIS staff, and other IT resources disseminated in other departments, as well as other AUC staff members using /intending to use or deal with IT Service Delivery and Management.

2.2.1 Courses' overview

ITIL has a comprehensive certification scheme to support its guidance, which includes five levels: -

- Foundation
- Practitioner,
- Intermediate,
- Expert and Master.

These different qualifications cover the ITIL framework in increasing depth and enable individuals and organizations to effectively adopt ITIL by ensuring that they have the relevant knowledge, skills and techniques.

2.2.2 The Practitioner Level

The AU Commission being at the initial stage of the adoption of ITIL, the management view is insured already that all the IT staff within the Commission, gets the basic level of awareness, by providing ITIL Courses. The Foundation level have been attended by several staff members and the Commission is then planning to complete courses within the intermediate level.

(2) New Intermediate courses are then planned under this tender, to complete courses within the intermediate level as (2) were previously taken by part of the IT Staff within AU Commission.

A- ITIL –(SOA) Service Offering Agreement

The ITIL Certificate in Service Offerings and Agreement (SOA) is one of the four modules that fit into the capability stream for ITIL certification.

This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this course, in support of the Service Management lifecycle.

The main focus of the course is covered by the Service Strategy & Service Design volumes of the IT Infrastructure Library (ITIL).

The Service Offerings and Agreements eLearning course covers:

Service Portfolio Management
Service Catalogue Management
Service Level Management
Demand Management
Supplier Management

Financial Management
Business Relationship Management

B- ITIL – (PPO) Planning Protection and Optimization

The ITIL Certificate in Planning, Protection and Optimisation (PPO) is one of the four modules that fit into the capability stream for ITIL certification.

This certification is intended to enable the holders of the ITIL Foundation certificate in IT Service Management to acquire the skills needed to begin the practical application of the concepts, covered by this eLearning course, in support of the Service Management lifecycle.

The main focus of this course is covered by the Service Design volume of the IT Infrastructure Library (ITIL). The core volume of Service Design provides guidance on the design of new or changed services for introduction into the live environment.

Target Audience

Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications

Individuals who require a practical understanding of the Planning, Protection and Optimisation processes and how they may be used to enhance the quality of IT service within an Organisation

Operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management, and Risk Management who wish to enhance their role-based capabilities

2.2.3 Prerequisites

For the Intermediate Level: Certification on ITIL Foundation

2.3 ComptiA 1-2

COMPTIA A+ CERTIFICATION 220-1001 SUPPORT SKILLS Hardware

Overview

The CompTIA A+ Core 1 (Exam 220-1001) course covers primarily the hardware components of the A+ Certification, the course itself is geared towards preparing the delegates to take and hopefully pass the associated exam.

Target Audience

The course is designed for delegates who have basic computer skills and who are interested in starting an IT career. The course is also designed for students who are seeking the CompTIA A+ certification.

Prerequisites

In order to sit this course, delegates should have a basic understanding of computers and have a working knowledge of Microsoft Client (Desktop) Operating Systems.

Delegates without this experience should consider CompTIA IT Fundamentals, instead.

Learning Outcomes

- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Implement client virtualisation and cloud computing.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.

COMPTIA A+ CERTIFICATION 220-1002 SUPPORT SKILLS Software Overview

The CompTIA A+ Core 2 (exam 220-1002) course covers primarily the software components of the A+ Certification, the course itself is geared towards preparing the delegates to take and hopefully pass the associated exam.

Target Audience

The course is designed for delegates who have basic computer skills and who are interested in starting an IT career. The course is also designed for students who are seeking the CompTIA A+ certification.

Prerequisites

In order to sit this course delegates should have a basic understanding of computers, have a working knowledge of Microsoft Client (Desktop) Operating Systems. Delegates without this experience should consider CompTIA IT Fundamentals, instead.

Learning Outcomes

- Support operating systems.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement physical security.
- Secure workstations and data..
- Troubleshoot workstation security issues.
- Support and troubleshoot mobile devices.
- Implement operational procedures.

3 Target Participants

The trainings will target:

- Ten (10) staff members for the COBIT Foundation
- Fifteen (15) staff members for the ITIL SOA
- Fifteen (15) staff members for the ITIL PPO
- Ten (10) staff members for the CompTiA+ 1
- Ten (10) staff members for the CompTiA+ 2

4 Objective of the trainings

The objective of this trainings are to expose participants to the knowledge of ITIL best practices, COBIT Governance best practices for the management team of MIS and improve support skills for MIS Technicians to, efficiently and effectively improve the delivery of IT services within the Commission.

5 The African Union Commission will:

- a. Provide the venue, flip charts, and projector.
- b. Provide administrative support, assist the trainer for trainees' full participation in the training

6 Qualification and Experience of the training Provider

- The Trainers/Team members need to have International relevant experiences and wide ranges of practical work and teaching experiences in ITIL and ITSM.
- The company should be an authorized trainer of Axelos.
- They must have a minimum of 5-7 years' related experience.
- They must have diplomas and certifications of – ITIL Expert, ITSM Expert and ITIL Master
- Excellent English language is mandatory. Knowledge of French will be an added advantage/asset.

7 Deliverables

Producing a team of ITIL, COBIT AU experts oriented to improve the IT service delivery with a customer oriented mind to help the AU Organization to have:

- Predictable service level for all the IT services provided by MIS Division
- Improve efficiency.
- Consistency in processes.
- Better risk management.
- And Effective change management.

8 Training Schedule (TBD)

Course Name		Proposed Date	Effective Date	Location Available	Number of Participants
1	COBIT Foundation (2 days)	Nov 2019		Onsite (AU Premises)	10
2	ITIL Service Capability - Service Offering & Agreement (3 days)	Nov 2019		Onsite (AU Premises)	15
3	ITIL Service Capability - Planning, Protection & Optimization (3 days)	Nov 2019		Onsite (AU Premises)	15
4	CompTiA+ 1	Oct 2019		Onsite	10
5	ComptiA+ 2	Oct 2019		Onsite	10

9 Evaluation criteria

Firms will be assessed on the basis of the criteria below. The methodology for selection will be Quality Cost-Based Selection.

	Criteria	Maximum pts.
1	General Experience of the Firm Attach proof of license and registration documents	10
2	Specific Experience Firm in providing similar assignments	15
3	Technical Approach, Methodology and work plan	15
4	Qualifications and Experience of Trainers	60

On the basis of the above combined evaluation factors, the technical evaluation will have a total weight of 70% and then the financial proposals will be considered with a weight of 30%

SECTION D: STANDARD TEMPLATES

FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		No. of Months of Professional Staff Provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.}

Education:

{Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.}

Languages:

{For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.}

Employment Record:

{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.}

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

{Signature of staff member and authorized representative of the firm} Date: _____
Day/Month/Year

Full name of staff member: _____

Full name of authorised representative: _____

**FORMAT FOR FINANCIAL PROPOSAL
BREAKDOWN OF PRICE PER ACTIVITY**

Price Component	Currency(ies)	Amount(s)
Remuneration		
Reimbursable		
Subtotal		<hr/>

Activity No.: _____

Description: _____

**CONTRACT FOR CONSULTING SERVICES
SMALL ASSIGNMENTS
LUMP-SUM PAYMENTS**

CONTRACT

THIS CONTRACT ("Contract") is entered into this *[insert starting date of assignment]*, by and between *[insert name of Client]* ("the Client") having its principal place of business at *[insert address of Client]*, and *[insert name of Consultant]* ("the Consultant") having its principal office located at *[insert address of Consultant]*.

WHEREAS, the Client wishes the Consultant to perform the services hereinafter referred to, and

WHEREAS, the Consultant is willing to perform these services,

NOW THEREFORE THE PARTIES hereby agree as follows:

- 1. Services**
- (i) The Consultant shall perform the services specified in Annex A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract ("the Services").
 - (ii) The Consultant shall provide the personnel listed in Annex B, "Consultant's Personnel," to perform the Services.
 - (iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Annex C, "Consultant's Reporting Obligations."

2. Term The Consultant shall perform the Services during the period commencing *[insert starting date]* and continuing through *[insert completion date]*, or any other period as may be subsequently agreed by the parties in writing.

3. Payment A. Ceiling

For Services rendered pursuant to Annex A, the Client shall pay the Consultant an amount not to exceed *[insert amount]*. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

B. Schedule of Payments

The schedule of payments is specified below:

[insert amount and currency] upon the Client's receipt of a signed copy of this Contract and an Advance Payment Security from the Consultant;

[insert amount and currency] upon the Client's receipt of the draft report, acceptable to the Client;

[insert amount and currency] upon the Client's acceptance of the final report.

[insert amount and currency] Total

C. Payment Conditions

Payment shall be made in *[specify currency]*, no later than 45 days following submission by the Consultant of invoices in duplicate to the Coordinator designated in paragraph 4.

4. Project Administration

A. Coordinator.

The Client designates Mr. *[insert name]* as the Client's Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for the payment.

B. Reports.

The reports listed in Annex C, "Consultant's Reporting Obligations," shall be submitted in the course of the assignment, and will constitute the basis for the payments to be made under paragraph 3.

5. Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

6. Confidentiality

The Consultants shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

7. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.

8. Consultant Not to be Engaged in Certain Activities

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

9. Insurance

The Consultant will be responsible for taking out any appropriate

insurance coverage.

10. Assignment The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

**11. Law
Governing
Contract and
Language** The Contract shall be governed by International Law and the language of the Contract shall be English.

**12. Resolution of
Disputes** Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to *[insert name of arbitration service as agreed with the Consultant]* for arbitration.

FOR THE CLIENT

FOR THE CONSULTANT

Signed by _____

Signed by _____

Title: _____

Title: _____

