



REQUEST FOR PROPOSAL

RFP-002-ICT-2025

CONSULTANCY SERVICES FOR PROVISION OF HOSTING AND MANAGED SERVICES FOR MICROSOFT AZURE RESOURCE

RFP ISSUE DATE: - 20TH JANUARY 2025.

Disclaimer: *TJNA may at any time, terminate the RFP without entering a contract and reserves the right to accept or reject any or all applications and is not bound to give reasons for its decision. TJNA is also not obligated to award the procurement to the firm that offers the lowest price.*

SECTION 1 - INVITATION LETTER FOR REQUEST FOR PROPOSAL.**RFP REF NO.: - RFP-002-ICT-2025**

RFP Reference No.	RFP-002-ICT-2025
Title of Tender	CONSULTANCY SERVICES FOR PROVISION OF HOSTING AND MANAGED SERVICES FOR MICROSOFT AZURE RESOURCE
Issuing Office & Address	TAX JUSTICE NETWORK AFRICA Jaflo Limited, Block 3 - 106 Brookside Drive, Westlands Website: - https://taxjusticeafrica.net/
Location of this Assignment	Nairobi-Kenya
Point of contact for clarifications & questions	TJNA Procurement Unit, procurement@taxjusticeafrica.net
Amendment of RFP Documents	At any time before the submission of proposals, the Client, TJNA, may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. The addenda shall be sent by mail to all invited consultants and will be binding on them. The Client may, at his discretion, extend the deadline for the submission of proposals, if deemed necessary, to allow bidders reasonable time to take the amendment into account.
Email address for submission of Proposals	TJNA Procurement Unit, procurement@taxjusticeafrica.net
Deadline for submission of questions and clarifications	4th February 2025
Deadline for Answering questions and clarifications	6th February 2025
Deadline for submission of Proposals	Please include the subject line "RFP-002-ICT-2025" in the email.
Anticipated Award Type	Consultancy Agreement
PRELIMINARY/MANDATORY EVALUATION CRITERIA	
	<u>Preliminary Mandatory Requirements</u> Bidders will be evaluated on the following mandatory requirements and those who fail to submit any of the documents below will not be considered for evaluation in the subsequent steps. Registered Firms: - <ol style="list-style-type: none">1. Certificate of registration or Incorporation/IDs for individual-based consultants2. Copy of List of Directors, Shareholders, and beneficial owners (CR12)3. Tax Compliance4. Valid business permit from country of jurisdiction5. Submission Technical Proposal6. Submission of the financial proposal7. Previous Experience (Reference letter/LSO/Contract)8. CVs for the proposed team

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SECTION 2: INSTRUCTIONS TO BIDDERS

I. INTRODUCTION

This document outlines the Terms of Reference (ToR) for engaging a supplier to host and manage Tax Justice Network Africa's (TJNA's) Microsoft Azure resources. The purpose is to ensure secure, reliable, and optimized management of cloud infrastructure in alignment with Tax Justice Network Africa's operational needs.

II. BACKGROUND

Tax Justice Network Africa is a Pan-African network that relies heavily on digital infrastructure to support its operations and ensure data security. Currently, the organization is facing challenges with its existing cloud infrastructure hosting, including delays in resolving support requests, which has led to operational inefficiencies and downtime. Additionally, billing inconsistencies have been a recurring issue, with charges often not aligning with actual resource usage. These challenges have highlighted the need for a more reliable and transparent cloud hosting and management solution. To address these issues, TJNA is seeking a qualified supplier to host and manage its resources on Microsoft Azure, aiming to improve service reliability, cost transparency, and overall efficiency.

III. PROPOSAL SUBMISSION

Interested and Eligible consultants/consortiums are required to submit their application in the English or French language with the following specific information: -

- Experience in similar assignments.
- Availability of appropriate key staff to be involved in the assignment.
- A brief profile of the firm, including a description of the firm.
- Proposed work plan and approach/methodology/concept.

Interested consultants may obtain further information from our website: <https://taxjusticeafrica.net/>.

2.1 The Technical and Financial Proposals must be submitted separately to **(procurement@taxjusticeafrica.net)** by **7th February 2025 @5:00PM**.

2.2 Association

Consultants may associate with other firms in the form of a Joint venture or a sub-consultancy to enhance their qualifications (provide group agreement to the effect). Shortlisted consultants may associate with non-shortlisted consultants ONLY after seeking written approval from TJNA.

2.3 Grounds for Exclusion

Organizations are to be excluded from participating in this RFP if: -

- a) They are declared prohibited by TJNA because of their involvement in corrupt or Fraudulent practices in Procurement.
- b) TJNA staff or management involved in the procurement process have a financial interest in, or close relatives working with, the organization or individual.
- c) they are bankrupt or are being wound up, whose affairs are being administered by

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- a court, who have entered an arrangement with creditors, who have suspended business activities or who are subject to an injunction against running a business by the court.
- d) they are the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court, or for an arrangement with creditors, or of any other similar proceedings.
 - e) They have been convicted of an offense concerning their professional conduct by a court.
 - f) they have been found guilty of grave professional misconduct or
 - g) They have not fulfilled obligations relating to payments of taxes or social security contributions.

2.5 Validity of Proposal

The proposal must remain valid for **90 calendar days** after the proposal submission deadline.

2.6 Communication

Communication between bidders or their agents and any official of TJNA is strictly forbidden except as provided for in the relevant sections of this RFP. Infringement of this clause may lead to automatic disqualification from the bid process.

2.7 Taxes

The financial proposals include all applicable taxes quoted separately. If taxes are not mentioned in the financial proposal, TJNA shall consider that they are included in the prices provided.

2.8 Currency

The financial proposal shall be in Kenya Shillings (KES) or US Dollars (USD).

2.9 TJNA Policy and Standard Terms and Conditions

a) TJNA Employees

All proposals must indicate any/all known TJNA employees and/or near relatives who hold a position in your organization or have been engaged as a consultant for your organization within the last two years. Also indicate any known TJNA employees or near relatives that own or control more than a ten percent (10%) interest in your organization; If There are none, state so.

b) Conflict of Interest

The Consultant shall not hire any officer or employee of TJNA to perform any service covered by this agreement. The Consultant should ascertain that to the best of their knowledge, there exists no actual or potential conflict between the Consultant's family, business, or financial interest and the service provided under this agreement, and in the event of change in either private interests or service under this agreement, any question regarding possible conflict of interest which may arise because of such change will be raised with TJNA.

The Consultant shall not be in a reporting relationship with TJNA employee who is a near relative, nor shall the near relative be in a decision-making position with respect to the Consultant.

c) Ethics

The Consultant will exercise extreme care and due diligence to prevent any action or conditions which could result in conflict with the best interest of TJNA.

Throughout the term of any agreement resulting from the RFP, Consultant will not accept any employment or engage in any work which creates a conflict of interest with TJNA or in any way compromises the work to be performed under this RFP or any agreement resulting from this RFP. The Consultant and its employees will not offer gifts, entertainment,

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payment, loans, or other gratuities or consideration to TJNA employees, their families, other Consultants, subcontractors, or other third (3rd) parties for the purpose of influencing such persons to act contrary to TJNA's interest or for personal gain. The Consultant will immediately notify TJNA of all such violations of this clause upon becoming aware of such violations.

d) TJNA's Right to Reject or Modify

Selection of a proposal does not mean that all aspects of the proposal(s) are acceptable to TJNA. TJNA reserves the right to negotiate the modification of the proposal terms and conditions prior to the execution of a contract to ensure satisfactory procurement.

e) Supplemental Terms and Conditions/Modifications

Any supplemental terms or conditions, or modification or waiver of these terms and conditions, must be in writing and signed by a Consultant and TJNA.

3.0 Form of Agreement

The contents of this RFP and the proposal document of the successful Consultant shall become contractual obligations as part of the Contract if acquisition action ensues. Failure of a successful Consultant to accept these obligations in a contractual agreement shall result in the cancellation of the award. TJNA reserves the right to negotiate provisions in addition to those stipulated in this RFP or proposed by a consultant for the purpose of obtaining the best possible contract.

• **Marketing References**

The successful Consultant shall be prohibited from making any reference to TJNA in any literature, promotional material, brochures, or sales presentations without the express written consent of TJNA.

IV. OBJECTIVES:

The main objective of this engagement is to secure a trusted and qualified supplier to:

- Host Tax Justice Network Africa's resources on Microsoft Azure.
- Provide ongoing management, monitoring, and support for these resources.
- Ensure high availability, scalability, and security in alignment with industry best practices.

Systems Include:

1. Employee Self Service Portal (ESS)
2. ERP: Dynamics 365.
3. SQL Database.

V. SCOPE OF WORK

The selected supplier will be responsible for the following:

Azure Infrastructure Setup

- Set up and configure Microsoft Azure resources in accordance with organizational requirements.
- Implement any necessary migration of existing resources, resource groups, app services or data to Azure.

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Resource Management and Optimization

- Manage Azure virtual machines, databases, storage, and other services as required.
- Optimize performance, availability, and cost efficiency of cloud resources.
- Conduct regular audits and make recommendations for cost-saving and performance improvements.

Security and Compliance

- Implement security best practices, including identity and access management, network security, data protection, and threat detection.
- Ensure compliance with industry standards and regulatory requirements relevant to Tax Justice Network Africa.

Monitoring and Support

- Provide continuous monitoring of Azure resources to detect and respond to incidents.
- Offer technical support with predefined service levels to address issues, updates, and optimizations.
- Deliver monthly or quarterly performance and incident reports.

Disaster Recovery and Backup

- Develop and implement backup and disaster recovery plans to ensure data availability and integrity.
- Regularly test backup and recovery processes to ensure reliability.
- Conduct monthly meeting to verify system and setup is functioning well and reliably.

TJNA will be responsible for:

- Supporting the company to migrate systems to their hosting.
- Mobilizing and providing any passwords or access required
- Providing the any other materials required.

VI. DELIVERABLES

- Regular performance and incident reports, with recommendations for improvement.
- Periodic security audits and compliance reports.
- Backup and disaster recovery plans with testing reports.

VII. CONSULTANT QUALIFICATIONS

The consultant should possess the following qualifications:

- a) Proven Experience: Proven experience with Microsoft Azure hosting and management. At least 5 years' experience in Hosting services
- b) Certified Azure professionals on staff (e.g., Azure Solutions Architect, Azure Administrator).
- c) Demonstrated ability to meet industry security and compliance standards.
- d) Strong track record in providing support and optimization for cloud-based solutions

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VIII. TIMELINE

The expected duration of this engagement is one year, with the possibility of renewal.

IX. SELECTION CRITERIA

Technical proposal Requirements

- **Demonstrate your suitability:** - Please clearly demonstrate why your team is the most suitable for this assignment. Highlight your technical expertise and capabilities in detail.
- **Methodology statement:** - Provide a methodology statement outlining how you intend to undertake the assignment if awarded. Explain the steps, processes, risk mitigation steps, and strategies you will employ to ensure project success.
- **Personnel team:** - Introduce the key members of your personnel team who will be involved in this project. Clearly outline their roles and responsibilities.
- **Equipment:** - Specify the equipment and resources you plan to utilize to ensure the successful execution of the project.
- **Previous Experience:** - Include references such as reference letters, purchase orders and contracts from previous clients or projects that showcase your relevant experience and capabilities.

Financial Proposal requirements

Your financial proposal should be aligned with your technical proposal. Please provide a detailed breakdown of the costs associated with the entire exercise.

HOW TO APPLY:

Please submit the following by 17:00hr East African time on **FRIDAY, 7th FEBRUARY 2025** to procurement@taxjusticeafrica.net with the email subject: **RFP-002-ICT-2025: - CONSULTANCY SERVICES FOR PROVISION OF HOSTING AND MANAGED SERVICES FOR MICROSOFT AZURE RESOURCE.**

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