

Requirements for IT consultancy services

Introduction

This document states the general requirements that need to be answered to be eligible for the competition.

As this Call for Proposals is for general IT consultancy needs, we are interested in understanding the total scope of your services, your capacity, quality and expertise, and – of course – price. We have tried to structure the questions in a way that will provide enough information to evaluate the offers, while at the same time minimize the vendor's effort to submit a proposal.

Each section will be limited to an answer of one page only unless otherwise stated. The vendor may choose to offer services for one or multiple sections.

Organisational questions

This section will help us understand your organisation in general, your capacity to support other locations, and how you provide your services to the customer. Each section should be limited to a maximum of one page.

Organisation

CEPI is interested in the capacity of your organisation, the location of your office(s) and your financial solidity. Please share the following:

1. Please provide a high-level description of your organisational setup
2. Addresses of your relevant office locations
CEPI has offices in Oslo, London and Washington DC
3. Reported net revenue for each of the last three years

Customer Satisfaction

CEPI is interested in how your past or existing customers perceive your company as a service provider and would like you to share the following:

4. Customer satisfaction scores achieved by you overall and per relevant region. Please provide this in percentage where 100% is the max score per year for a minimum of the last three years
5. Questions that you ask your customers to score your performance

Please use maximum one page for the first question and a table format with the questions only for the second question.

Employee Engagement

CEPI is interested in learning more about your employees and the level of engagement they feel they have in working with you and your company. Please share the following information:

6. Employee engagement scores achieved by you overall and per region. Please provide this in percentage where 100% is the maximum score per year for a minimum of the last three years
7. Questions that you ask your employees to score their engagement

If employee engagement surveys are not conducted, please provide a brief summary of maximum one page with alternative information that can reflect employee engagement, e.g. Average tenure, percentage sick leave or similar.

IT consultancy needs

We will be needing consultancy support in areas like IT management, IT Support, Architecture, Cybersecurity, Process management (ITIL, ISO), Project management (PMI, PRINCE2), License and asset management, cybersecurity and more. We may also need development services, especially mobile applications, but this is yet to be decided.

We will both be needing support on a business level (policies, processes, management) and on a technical level.

CEPI is mainly relying on services in the Microsoft Azure ecosystem (especially Azure AD, Office 365, Azure Web Services and related security products) and the Salesforce platform. Competencies on these technologies and services are important. We are also expanding our use of Atlassian products, especially Confluence, Jira and Insight Asset Management.

Please keep the answers short and to the point.

General capacity

CEPI is interested in which areas you can support us, and what capacity you have in your locations. Also, we are looking for understanding your framework for building and maintaining relevant skill levels.

8. Please describe the areas that you can support, the number of consultants within each area, your level of expertise, and any certification or other qualitative awards

Microsoft Azure

CEPI will prefer companies who have bronze, silver, gold or partner status with Microsoft. Also, we will be looking for capability to assist us on designing, implementing, tuning and verifying new and existing products and functionalities. It is important for us that the company has a broad and deep understanding of Microsoft's product range so that the consultants can recommend alternative approaches and steer us down the right path.

9. Give a brief description of your competency on MS Azure
10. Please list your hourly rates, ex VAT, both for short and long-term assignments
11. Please describe your partner level with Microsoft
12. Please state the experience and certification level for relevant groups of consultants
13. Please describe the consultancy capacity on your location(s)
14. Please indicate the average time expected from receiving a request for a consultant until the consultant can start working.

Salesforce

CEPI implemented Salesforce last year and is currently adding more functionality onto the platform. We have an experienced Salesforce architect in-house, and a good cooperation with a Salesforce system integrator. However, there may be times when we will need consultancy services on the Salesforce platform, e.g. to develop a new report, dashboard or assess a new plugin.

We are interested in understanding in how you could assist us in these areas.

15. Give a brief description of your competency on Salesforce
16. Please list your hourly rates, ex VAT, both for short and long-term assignments
17. Please state the experience and certification level for relevant groups of consultants
18. Please describe the consultancy capacity on your location(s)
19. Please indicate the average time expected from receiving a request for a consultant until the consultant can start working.

Atlassian

CEPI is using Atlassian Confluence and Jira for system documentation, project management and more. Also, we are currently implementing Insight asset management registry which will be integrated with Azure. In addition, we are considering implementing Jira Service Management for managing internal requests and possibly integrate with 3rd party service providers. We may add other functionalities if needed.

We are interested in understanding in what areas you could assist us in these areas.

20. Give a brief description of your competency on Atlassian products
21. Please list your hourly rates, ex VAT, both for short and long-term assignments
22. Please state the experience and certification level for relevant groups of consultants
23. Please describe the consultancy capacity on your location(s)
24. Please indicate the average time expected from receiving a request for a consultant until the consultant can start working.

Business development

CEPI will require assistance in defining strategies, processes, policies and implement best practices. These could be based on ITIL, COBIT, ISO or other frameworks. The goal is to constantly increase the maturity level of the IT organization and services.

We are interested in understanding in what areas you could assist us in these areas.

25. Give a brief description of your competency on IT Business development
26. Please list your hourly rates, ex VAT, both for short and long-term assignments
27. Please state the experience and certification level for relevant groups of consultants
28. Please describe the consultancy capacity on your location(s)

29. Please indicate the average time expected from receiving a request for a consultant until the consultant can start working.

IT Operations and Support

CEPI will, in periods, have a need for added capacity in IT Operations and Support. Tasks within this area includes end-user support, logistics, access management, printer and video conferencing management, IT project participation, project management, IT procurement and more.

30. Give a brief description of your competency on IT operations and support
31. Please list your hourly rates, ex VAT, both for short and long-term assignments
32. Please state the experience and certification level for relevant groups of consultants
33. Please describe the consultancy capacity on your location(s)
34. Please indicate the average time expected from receiving a request for a consultant until the consultant can start working.

Other areas

Please describe briefly any other areas of IT operations where you can provide consultancy services.

This section may not be offered as the only one, but must be combined with an offer for at least one other area of expertise.

Mandatory documentation

The two sections below addresses mandatory documentations for compliance and solidity. Please include the four documents in question as attachments.

Ethics

It is important for CEPI that all partners share its values and incorporate good ethical standards to their operations.

Based on the above, please provide the following:

35. Annex A: Tenderer Declaration Form
36. Annex C: Declaration of Interest form

Partnerships of small consultancy companies may have problems answering some of the questions as they may not be relevant. If so, please answer the relevant parts and provide justification for the ones left out.

Corporate and financial information

37. Please provide us with a copy of your Certificate of Company registration
38. Please provide us with a copy of your Certificate for tax and value added taxes