

IIASA-ICT-RfP-2021-02

Request for Quotation – IT (Cyber) Security Policy

Dear Sir/Madam,

The International Institute for Applied Systems Analysis (IIASA) is seeking expert consultancy assistance in developing an IT (Cyber) Security policy with relevant sub-policies appropriate for the workings of the institute.

Quotes should be prepared in accordance with the annexes and submitted to IIASA until 30 September 2021, in writing either by mail, courier, or e-mail to ict.tender@iiasa.ac.at, stating in the subject:

“Request for Quotation, IIASA-ICT-RfP-2021-02”.

Quotes which do not fulfill these specifications may be disqualified from review.

We look forward to receiving your offers.

Kind regards,

IIASA-ICT Department

Annexes:

Annex 1 – Information about the Procurement Process

Annex 2 – Terms of Reference (ToR)

Annex 1

to Request for Quotation
IIASA-ICT-RfP-2021-02

IIASA Procurement Activities

GENERAL INFORMATION FOR POTENTIAL SUPPLIERS

1. About IIASA

- 1.1. The International Institute for Applied Systems Analysis (IIASA) is an international research organization and think tank based in Laxenburg, Austria. IIASA is a registered Austrian association which benefits from certain privileges as defined by its Agreement (BGBl 441/1979) with the Republic of Austria.

2. Procurement Principles

- 2.1. IIASA procurement activities are driven by the following principles
 - a. Quality of goods, works and/or services,
 - b. Efficiency, economy, and best value for money,
 - c. Equal opportunity, fair competition, and the highest ethical standards,
 - d. Transparency and clarity,
 - e. Sustainability,
 - f. The best interest of IIASA.

3. Requesting Offers

- 3.1. IIASA uses various channels to notify potential suppliers about its procurement activities including reaching out directly, the IIASA website (www.iiasa.ac.at), and other mediums such as print media or the internet as appropriate.
- 3.2. Notifications made by IIASA shall strive to provide sufficient information to enable potential suppliers to submit their offers and shall explain which information offers shall include. For procurement activities with a procurement value greater than EUR 50,000.00 net, IIASA issues either a Request for Proposals (RfP) or a Request for Quotations (RfQ), whereby:
 - a. An RfP is a document that solicits proposals from suppliers with regards to achieving an outcome. Requests for proposals state the desired final outcome without specifically stating the means by which it should be reached. Suppliers therefore have a large degree of freedom with their proposals.
 - b. An RfQ is a document that solicits quotations from suppliers where the specifications for goods, works and/or services are sufficiently precise such that the price is usually the key factor for the evaluation of bids.
- 3.3. Any subsequent updates following the original notification will be provided by IIASA using the same channel(s) in which the original notification was made.

4. Deadlines for Receiving Offers

- 4.1. IIASA specifies the deadline for submission when requesting offers. IIASA reserves the right to extend any deadlines whereby all potential suppliers must be notified of any extensions using the same channel(s) in which the original notification was made.

5. Conflict of Interest

- 5.1. Potential suppliers must declare any conflict of interest to IIASA prior to submitting any offers.

6. Submission of Offers

- 6.1. Offers must be submitted to IIASA in writing either by mail, courier, or e-mail to the dedicated e-mail address.

7. Communication with IIASA

- 7.1. Aside from submitting their offers and any potential requests for clarifications related, potential suppliers shall generally not engage with IIASA in respect of the procurement case during the procurement process. Potential suppliers may address their requests for clarifications using the contact details provided by IIASA for the submission of offers. It is noted that questions/clarifications may amount to an amendment or supplement of the request for offers (see section 3).

8. Language of Offers

- 8.1. Offers should ideally be received by IIASA in English, which is the official language of the Institute. Offers will also be accepted in German, especially when procuring goods, works and/or services from the Austrian local market. IIASA is unable to accept offers provided in any other languages.

9. Currency of Offers and Value Added Tax (VAT)

- 9.1. Offers should ideally be received by IIASA in EUROS, which is the primary currency of the Institute. Where potential suppliers are unable to provide their offer in EUROS, they are kindly asked to reach out to their contact person at IIASA for further guidance.
- 9.2. Prices must be stated inclusive of direct and indirect taxes, such as VAT, also stating the rates of these taxes, if any.

10. Cost of Offers

- 10.1. All offers must be submitted free of any charge to IIASA.

11. Supplier Selection

- 11.1. The selection of a supplier by IIASA is final and cannot be appealed.

12. Data Protection

- 12.1. IIASA has an obligation to meet the requirements of the General Data Protection Regulation (EU law of data protection and privacy, GDPR) and has established a range of measures to ensure the compliance therewith. Further information on data protection may be obtained by contacting the IIASA Data Protection Officer (DPO) if necessary (dpo@iasa.ac.at).

Annex 2:

to Request for Quotation
IIASA-ICT-RfP-2021-02

Terms of Reference (ToR)

1. Summary:

The International Institute for Applied Systems Analysis (IIASA) is seeking expert consultancy assistance in developing an IT (Cyber) Security policy with relevant sub-policies appropriate for the workings of the institute.

2. About IIASA:

The International Institute for Applied Systems Analysis (IIASA) is an independent, international research institute with National Member Organizations in Africa, the Americas, Asia, and Europe. Through its research programs and initiatives, the institute conducts policy-oriented research into issues that are too large or complex to be solved by a single country or academic discipline. This includes pressing concerns that affect the future of all of humanity, such as climate change, energy security, population aging, and sustainable development. The results of IIASA research and the expertise of its researchers are made available to policymakers in countries around the world to help them produce effective, science-based policies that will enable them to face these challenges. IIASA provides important services to the wider research community. For instance, the institute serves as a repository for key datasets on energy, climate, population, and land cover developed by the institute and its international research network. IIASA software models and tools are developed in collaboration with partners to tackle challenges at global, regional, national, and sub-national levels.

IIASA is physically located in Laxenburg, Austria with approximately 400 staff members. IIASA's IT infrastructure is comprised of Linux/Unix and MS Windows servers, data storage and backup systems as well as the necessary networking, internet access and IT security systems (i.e. firewall, WAF, and remote access systems.) All of IIASA's IT systems are physically located in Laxenburg, distributed in two of IIASA's office buildings. IIASA's IT staff provide systems administration services for all IT systems as well as user support for MS Windows, Apple Mac, Linux and mobile-based end-user devices.

3. Requested Scope of work:

The goal of the consultancy is the development of a final draft IT (Cyber) Security policy based on appropriate international standards and best-practices that addresses the IT security risks, vulnerabilities that IIASA faces. This draft policy should include the over-arching IT (Cyber) Security policy as well as subordinate polices that the consultancy deem appropriate to the workings of the Institute, for example but not limited: IT operations and administration; end-user device management; remote access; mobile device

management; SaaS and cloud usage; software application development and testing; and security incident response.

4. Consultation Process:

The selected firm will be expected to work closely with the Head of ICT and the staff of the ICT Department. Additionally, consultations with the IIASA Executive Team and selected key staff/users will be organized to facilitate with the requirements gathering and review of draft IT Security Policy proposals.

5. Offer Requirements:

Interested bidders should provide quotes that at a minimum include:

- a. The relevant international standards recommended for the IIASA IT Security Policy to be based on.
- b. The process proposed to determine user and institutional requirements.
- c. At least three reference customers to which the bidder provided similar services.
- d. Estimated time-time and project duration.
- e. CV's of staff who will be working on this project.

Quotes should be prepared in accordance with the annexes and submitted in writing to IIASA until 30 September 2021, either by mail, courier, or e-mail to ict.tender@iiasa.ac.at, stating in the subject:

“Request for Quotation, IIASA-ICT-RfP-2021-02”.

Quotes which do not fulfill these specifications may be disqualified from review.

6. Deliverables

Final Draft IT Security Policy.