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| https://rescuenet.rescue.org/admin/externalrelations/Public%20Documents/IRClogo_RGB_sml.jpg | **International Rescue Committee, Inc.****Request for Proposal for: Global Emergency Notification System****12/7/2017** |

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# IRC Overview

The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover, and gain control of their future. Founded in 1933 at the request of Albert Einstein, the IRC works with people forced to flee from war, conflict and disaster and the host communities that support them, as well as with those who remain within their homes and communities. At work today in over 40 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure.

In 2014, the IRC and our partners:

* Helped 17.6 million people whose lives and livelihoods were shattered by conflict and disaster to survive, recover, and gain control of their future.
* Provided 16.1 million people with primary and reproductive health care
* Gave 3.3 million people access to clean drinking water and sanitation
* Vaccinated over 364,000 children under the age of one against disease
* Helped 331,448 women deliver healthy babies in IRC-supported clinics and hospitals
* Treated 104,096 children under the age of five for acute malnutrition.
* Provided schooling and educational opportunities to over 1 million girls and boys, and trained over 23,000 educators
* Provided counseling or cared for over 32,499 vulnerable children and provided skills training or access to financial services to another 10,917 young people
* Counseled and provided essential services to over 10,809 survivors of gender-based violence and educated and mobilized over 1,255,877 men, women and children to lead prevention efforts in their communities
* Created 1,531 village savings and loan associations (VSLAs) that benefited some 35,752 members in 8 countries
* Provided 18,338 farmers with agricultural or agribusiness training
* Provided job-related skills training (entrepreneurship, business and financial literacy, vocational training) to 18,417 people
* Provided legal assistance to 22,000 people through IRC-supported legal centers

See more details about our impact in 2014: <http://www.rescue.org/>

# desired services

The IRC is seeking a global Emergency Notification System with the following planned activities

|  |
| --- |
| **Planned Timetable** |
| **Issue ITT** | *12/7/2017* |
| **Questions from Supplier due date** | *12/12/2017* |
| **Deadline for Proposal Submission** | *12/15/2017 (end of day)* |
| **Evaluation of ITT** | *12/16/2017*  |
| **Supplier visit** | *1/3/2017* |
| **Award of Contracts** | *TBD* |
| **Contract start** | *TBD* |

All communication to be addressed in writing to **Sandy.Pather@rescue.org** and copy **Gino.Zaza@rescue.org**.

***Submission and Marking of Bids:***

Bidder shall bids addressed to Sandy Pather, at**Sandy.Pather@rescue.org** in New York by end of business day December 15, 2017.

The system must address the requirements outlined below:

**Key System Requirements:**

* Web based system, independent of IRCs internal network system
* Supported by the service providers’ Disaster Recovery Plan
* Service Level Agreement with defined performance standards
* IRC IT review

**Functional requirements:**

* Multi modal: Text, Text to talk, Talk to Text, Email, phone messaging
* Transmission via all modes of telecommunication network including Satellite
* Multi lingual: English, Arabic, French
* Multiple Administrators
* Comprehensively configurable
* Simple quick use functionality
* Transactional: send, receive and reporting
* Optimized priority for message transmission
* Global reach
* Opt-in capable

**Contact Service Requirements**:

* Implementation and ongoing training
* 24/7 365 IT and User Support
* System upgrades and optimization at vendor cost
* Functional test prior to full contract commitment
* Opportunity for cost reduction through partnership alliance
* Fixed price contract for enterprise wide use.

# Proposal requirements

Your proposal should address the requirements in Section II above, as well as the following areas:

1. Your company’s CSR initiatives especially relating to philanthropy and fit with IRC mission
2. Solution and fit with requirements above and IRC global footprint and challenges
3. Implementation Approach and Plan
4. Training – at implementation and on-going
5. Support model
6. Process for problem resolution, escalation paths etc
7. Service levels
8. Your information security policy and approach to breach
9. Pricing
10. Three (3) references

# Evaluation of Proposals

|  |  |
| --- | --- |
| **EVALUATION CRITERIA** | **Weight (%)** |
| **Technical Solution**  | 40% |
| **Implementation and Support** | 10% |
| **Global footprint**  | 20% |
| **Financial proposal**  | 30% |
|  | **100%** |

# Proposal format

The Bidder’s proposal shall comprise of technical proposal and financial proposal, in separate attachments.

# Other terms and conditions

**INSURANCE**

Prior to the commencement of the work to be performed by the successful Bidder, the Bidder shall file with IRC Certificates of Insurance evidencing compliance with all requirements contained in this RFP. Acceptance and/or approval by IRC does not and shall not be construed to relieve Bidder of any obligations, responsibilities or liabilities under the contract awarded by this RFP.

All insurance required by the RFP shall be obtained at the sole cost of the bidder and shall be maintained with insurance carriers licensed to do business in New York State and acceptable to the IRC, shall be primary and non-contributing to any insurance or self-insurance obtained by the IRC, shall be endorsed to provide written notice be given to the IRC at least thirty days (30) prior to the cancellation, non-renewal or material alteration of such policies, which notice, evidenced by return receipt of U.S. Certified Mail, and shall be sent in accordance to the provisions of this agreement and shall name the IRC, its officers, agents and employees as additional insurers hereunder.

The Bidder shall be solely responsible for the payment of all deductibles and self-insured retentions to which such policies are subject. Deductibles and self-insured retentions must be approved by IRC. Such approval shall not be unreasonably withheld.

If IRC allows subcontracting, the Bidder shall require that any subcontractors hired carry insurance with the same limits and provisions provided herein.

The Bidder shall cause all insurance to be in full force and effect as of the commencement date of the contract awarded as a result of this RFP, and to remain in full force and effect throughout the term of the contract and as further required by this RFP. The Bidder shall not take any action, or omit to take any action that would suspend or invalidate any of the required coverage during the period of time such coverage are required to be in effect.

Not less than thirty (30) days prior to the expiration date or renewal date, the Bidder shall supply

IRC with updated replacement Certificates of Insurance, and amendatory endorsements.

The Bidder, throughout the term of the contract, or as otherwise required by this RFP, shall obtain and maintain in full force and effect, the following insurance with limits not less than those described below and as required by the terms of this RFP, or as required by law, whichever is greater (limits may be provided through a combination of primary and umbrella/excess policies):

1. Commercial General Liability Insurance with a limit of not less than $1,000,000 each occurrence, with a limit of not less than $3,000,000 aggregate. Such liability shall provide equivalent coverage and shall cover liability arising from premises operations, independent contractors, products-completed operations, broad form property damage, personal & advertising injury, cross liability coverage, liability assumed in a contract (including the tort liability of another assumed in a contract) and explosion, collapse & underground coverage.
2. Workers Compensation, Employers Liability, and Disability Benefits as required by New

York State.

1. Comprehensive Business Automobile Liability Insurance with a limit of not less than

$1,000,000 each accident. Such insurance shall cover liability arising out of any automobile including owned, leased, hired and non-owned automobiles.

1. Professional Liability Insurance, covering actual or alleged negligent acts, errors or omissions committed by the Bidder, its agents or employees, arising out of the work performed under this Agreement. The policy coverage shall extend to include bodily injury and property damage from negligent performance of professional services and personal injury liability coverage for claims arising out of performance of services. The policy shall have limits of liability of not less than $1,000,000 each occurrence, with a limit not less than $1,000,000 aggregate. The Bidder shall be responsible for payment of all claim expenses and loss payments with the deductible.

Waiver of Subrogation. Bidder shall cause to be included in each of its policies insuring against loss, damage or destruction by fire or other insured casualty a waiver of the insurer’s right of subrogation against IRC, or, if such waiver is unobtainable (i) an express agreement that such policy shall not be invalidated if Bidder waives or has waived before the casualty, the right of recovery against IRC or (ii) any other form of permission for the release of IRC.

Awarded Bidder shall furnish evidence of all policies to IRC, before any work is started.

Certificates of Insurance may be supplied as evidence of such aforementioned policies; however, if requested by the Agency, the Bidder shall deliver to IRC within forty-five (45) days of the request a copy of such policies, certified by the insurance carrier as being true and complete. If a Certificate of Insurance is submitted it must: (1) be signed by an authorized representative of the insurance carrier or producer and notarized; (2) disclose any deductible, self-insured retention, aggregate limit or any exclusions to the policy that materially change the coverage; (3) indicate the Additional Insurers and Named Insurers as required herein; (4) reference the Agreement by number on the face of the certificate; and (5) expressly reference the inclusion of all required endorsements.

If, at any time during the term of the resulting contract, insurance as required is not in effect, or proof thereof is not provided to IRC, IRC shall have the option to: (i) direct the Bidder to suspend work with no additional cost or extension of time due on account thereof, or (ii) treat such failure as a breach in contract.

The successful Bidder will indemnify IRC against any and all liability which may be assessed against it as a result of the actions, activities, neglect, or malpractice of the successful Bidder, its officers, employees’ agents, subcontractors or corresponding attorneys relating to its performance of the functions required. Specifically, the successful Bidder will provide a malpractice policy and a public liability policy to the benefit of IRC in the amount of $2,000,000 each to insure against liability due to harassment, defamation, personal injury, violation of privacy

**IRC SMALL & DISADVANTAGED BUSINESS GUIDELINE**

It is the policy of IRC to encourage the greatest possible participation of disadvantaged businesses as bidders. IRC has established goals for each of the following disadvantaged business categories:

* Small Business (SB)
* Small Disadvantaged (SDB) including Alaska Native Corporations and Indian Tribes,
* Women‑owned and Economically Disadvantaged Women-Owned (WOSB)
* Historically Underutilized Business Zone (HUBZone),
* Veteran Owned Small Business (VOSB)
* Service-Disabled Veteran-Owned (SDVOSB) Small Businesses and “Other than Small Business”

**For purposes of this bid response, bidders should indicate their eligibility for any of the above-listed categories. If chosen as a finalist, you will be required to provide your registration number as well as additional information.**

**WITHDRAWAL OF RFP**

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

**RFP COSTS**

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the IRC. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

**AWARD BASIS**

At the option of the IRC, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. IRC reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which IRC, acting in the sole and exclusive exercise of its discretion, deems to be in IRC’s best interest.

**CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the IRC. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

**CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. The IRC may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

**EQUAL OPPORTUNITY**

The IRC emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

**LIMITATIONS**

The IRC, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.