

# INVITATION TO TENDER FOR

The Development of the  
IT System for the Arms  
Trade Treaty Secretariat

**Ref. Number:**  
**ATT/IT/2017/Tender**

**DEADLINE FOR THE SUBMISSION OF  
PROPOSALS :**

**11 DECEMBER 2017 AT 12h00 (CET)**



**TENDER ISSUED : 13 NOVEMBER 2017**

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## SECTION 1 Covering Letter

13 November 2017

Dear Sir/Madam,

### **INVITATION TO TENDER: DEVELOPMENT OF THE IT SYSTEM FOR THE ATT SECRETARIAT**

The ATT Secretariat is pleased to invite you to tender for the Development of the IT System for the ATT Secretariat.

The attached tender documents describe how to submit proposals and how such proposals will be evaluated for suitability. You are requested to submit your proposals in accordance with all the instructions, requirements and specifications set out in the enclosed documents.

The tender will open on 13 November 2017 from 13h00 and will close on 11 December 2017 at 12h00 (CET). All proposals must be submitted electronically to [info@thearmstradetreaty.org](mailto:info@thearmstradetreaty.org) by the close of the tender.

The successful applicant will be required to deliver services in accordance with all the tender requirements and the contract to be placed with the successful applicant. The contract will be subject to the ATT Secretariat's requirements and satisfactory performance through continuous monitoring and performance review. During the contract life, the successful applicant shall be required to perform consistently throughout the process. Failure to do so may result in the contract being reviewed or terminated.

Any questions concerning this tender or the tendering process should be sent to [info@thearmstradetreaty.org](mailto:info@thearmstradetreaty.org) quoting the reference number of the tender.

The ATT Secretariat reserves the right not to contract or to contract only in part with any applicant.

The information supplied in these tender documents reflects the ATT Secretariat's current view of the services required and the applicable tendering process. Whilst the information in these documents has been prepared in good faith, it does not purport to be exhaustive or to have been independently verified. This tender is issued on the basis that:

- The ATT Secretariat does not accept any liability, responsibility or duty of care to any applicant for the adequacy, accuracy or completeness of this information or for anything said or done in relation to the procurement to which this information relates;
- The ATT Secretariat does not make any (expressed or implied) representation or warranty either about the information contained in this tender or on which it is based, or about any written or oral information that may be made available to any applicant;
- Nothing contained in this tender information constitutes an inducement or incentive in any way to persuade an interested person to pursue its interest, submit a tender proposal or enter into any contract;
- This tender information is neither an offer capable of acceptance nor is it intended to create a binding contract.

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## **SECTION 2 - The Arms Trade Treaty Secretariat**

To help you in developing your response to our Invitation, we would like to inform you about our business so that you can use this information to inform every aspect of your application and tell us exactly why we should choose you to help us realise our business objectives.

The Arms Trade Treaty Secretariat (the ATT Secretariat) is an international organization that is established to assist States Parties in the effective implementation of the Arms Trade Treaty (ATT), by undertaking the following specific responsibilities set out in Art 18 (3) of the Treaty:

- Provide substantive and administrative support to the ATT process;
- Receive, make available and distribute the reports as mandated by the Treaty;
- Maintain and make available to States Parties the list of points of contact;
- Facilitate the matching of offers of and requests for assistance for Treaty implementation and promote international cooperation as requested;
- Facilitate the work of the Conference of States Parties, including making arrangements and providing the necessary services for meetings under the Treaty; and
- Perform any other duties as decided by the Conference of States Parties.

In addition, the ATT Secretariat serves as the Administrator of the ATT Voluntary Trust Fund (VTF), a facility established to give effect to international assistance, through the deposit and disbursement of funds, to support States in implementing their obligations under the Treaty. In this regard, the ATT Secretariat performs, amongst others, the following functions:

- Implement the VTF administrative rules and processes;
- Develop, maintain and review processes for annual call for financial contributions to the VTF;
- Develop, maintain and review processes for managing relations with donors. This entails concluding agreements with donors and providing donors with relevant donations disbursement reports and other relevant information as required;
- Develop, maintain and review processes for annual calls for contributions and calls for project proposals;
- Receive and pre-screen project proposals for compliance with the set technical application procedure and/or eligibility criteria as contemplated in the VTF Terms of Reference;
- Develop and maintain processes for managing relations with VTF beneficiaries. This entails concluding agreements with grant recipients setting out all applicable grants' terms and conditions including recipient reporting obligations;
- Monitor projects according to adopted project monitoring standards and ensure the evaluation of their outcomes;
- Prepare, publish and maintain VTF annual substantive and financial reports.

## **SECTION 3 - Scope of Procurement and Specifications**

### **Scope**

To execute its responsibilities indicated in the previous section, the ATT Secretariat requires a range of instruments and tools including Information Technology (IT). In an effort to improve its existing IT system (including its website: [www.thearmstradetreaty.org](http://www.thearmstradetreaty.org)) and ensure that it meets the current and future requirements of the Secretariat (and States Parties), the ATT Secretariat wishes to commission an IT improvement project. The ATT Secretariat's IT improvement project is aimed at providing the ATT Secretariat with an IT capability to deal with current IT demands and form an adequate base for future functional requirements.

The ATT Secretariat adopts a holistic view to its desired IT system and sees the ideal IT system as a dedicated platform that comprises both infrastructure (hardware) and software applications that jointly deliver electronic solutions (functionalities). The web portal (website) is just one of a number of functionalities that the IT system should provide.

The ATT Secretariat has identified the following key functional areas as central to the development of its IT system: Base Infrastructure and Security; Information Storage/Database; Improved Communication and Distribution; Enhanced Website (Web Portal); Web-based Reporting; Web-based Information Exchange, and Conference Services Support.

The ATT Secretariat seeks a high quality service provider that will deliver a service that is demonstrably focused around the needs of the ATT Secretariat. Applicants are requested to study the required specifications in detail and ensure that the specified requirements can be met in an economic and timely manner by any tender submitted.

### **Required Specifications**

The specifications of the required IT system are listed below:

- ***Base Infrastructure and Security (in place, subject to updates)***

To be designed to ensure that the infrastructure of the IT system lives up to the high security standards applicable to the ATT Secretariat information. This should ensure that all components of the system are sufficiently firewalled to withstand reasonable security compromise and/or cyber onslaught.

- ***Information Storage/Database Functionality***

The ATT Secretariat requires a robust document/information management system. This functionality should ensure a robust content repository offering a collaborative and user friendly interface for managing content. This should support an easy data upload, archiving, storage, navigation and access to the stored files by staff and the public, with deliberate restrictions where necessary.

- ***Improved Communication and Distribution Functionality***

The communication and distribution capability is required to provide a central contact database accessible to all ATT Secretariat staff members. Furthermore, this capability must ensure easy management of distribution lists and reliable procedures for mailings to distribution lists.

- ***Enhanced Website (Web Portal) Functionality***

The ATT Secretariat website needs to be user friendly, modern and inviting. The website graphics and navigation should be redesigned for simplicity and efficiency with respect to lean yet effective content. Efficient update processes will be installed. The management of access

rights for the restricted area should be as lean and straightforward as possible while still meeting high security standards.

- **Web-based Reporting Functionality**

The web-based reporting functionality is required to make available an online platform for the preparation and submission of ATT reports. It should make it possible to start to fill in a report form, save the preliminary inputs and to come back at any time to continue and further edit the inputs for final submission. Once the information is submitted it should be acknowledged and thereafter automatically processed and filed according to indicated preferences. It should also provide an automated report reminder capability for approaching and/or passed reporting dates.

- **Web-based Information Exchange Functionality**

This functionality is required to allow States to exchange information amongst themselves by placing information (request, proposal, etc.) on the designated part of the website inviting others to respond to it.

- **Conference Services Support Functionality**

The conference services capability is required to provide a web portal section dedicated to registration and accreditation of conference participants via an online interface. The back-end shall ensure an easy review of registrations and drawing up of participants lists. The system should also allow for easy upload of and access to conference documents.

#### **SECTION 4 - Procurement Process**

This procurement exercise is conducted in accordance with the open tender method as prescribed in the ATT Secretariat Procurement Policy.

#### **SECTION 5 - Evaluation Criteria**

Proposals submitted will be assessed on the basis of the following evaluation criteria:

**Stage 1:** Proposals will be checked to ensure that they have been completed correctly and all necessary information has been provided. Any proposal not correctly completed in accordance with the set requirements and/or containing omissions shall be rejected at this point. Where a proposal is rejected at this point it will automatically be disqualified and will not be further evaluated. Proposals correctly completed with all relevant information provided will proceed to Stage 2.

**Stage 2:** If a proposal succeeds in passing Stage 1 of the evaluation, then it will have its details evaluated in accordance with the evaluation methodology described below.

Table 1

<b>Criteria</b>	<b>Weighting</b>
Technical Information criteria	60%
Price information criteria	40%

## Technical Information Criteria

With respect to this criteria, the following aspects will be considered:

**Table 2**

	<b>Aspects</b>	<b>Weighting</b>
Question 1.	<p>Outline your previous relevant experience of providing similar services including the following information in respect of each example relied on:</p> <p>Organisation Name:            Length of contract:            Value of contract:            Reference contact details:</p>	5
Question 2.	<p>Outline your approach to service delivery and detail how you will meet all our requirements in section 3 above. As part of your response you must specifically address the following:</p> <ul style="list-style-type: none"> <li>- Technical understanding of the specified requirements.</li> <li>- Explanation of the proposed technical solutions and benefits that they provide.</li> <li>- Breakdown of the solutions to specific elements and phases and indicate how these will be integrated.</li> <li>- Detailed definition of technical requirements and possible approaches to seamless implementation (separately for each of the required specifications listed above).</li> <li>- Clarification as to whether you propose to use any third parties to deliver any aspects of the services and detailed information on their experience and role. You should also explain how you will work with these third parties to ensure that the services are delivered in accordance with the contract which you will ultimately be responsible for.</li> </ul>	40
Question 3.	<p><b>Project management and delivery specifically:</b></p> <p>Explain your methodology for contract implementation and why this approach is feasible and effective based on your previous relevant experience.</p> <p>Your response must include:</p> <ul style="list-style-type: none"> <li>- a detailed project plan demonstrating your ability to meet our timeframes.</li> <li>- how you will meet our required service levels.</li> <li>- your proposals for maintaining quality and providing management and reporting information.</li> </ul>	10
Question 4.	<p>Demonstrate the quality and technical skills of your team members including managerial staff who you propose to undertake this contract, if successful.</p>	5

	Your response should outline your reporting structure.	
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Scoring Model -In scoring the responses to the questions above, the evaluation panel will use the following scoring model:

Points	Interpretation
10	<b>Excellent</b> - Overall the response demonstrates that the applicant meets all areas of the criteria and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the criteria leaving no ambiguity as to whether the applicant can meet the requirement.
7	<b>Good</b> - Overall the response demonstrates that the applicant meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the applicant 's failure to provide all information at the level of detail requested.
5	<b>Adequate</b> - Overall the response demonstrates that the applicant meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the applicant can meet the requirement due to the applicant 's failure to provide all of the evidence requested.
3	<b>Poor</b> - The response does not demonstrate that the applicant meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the applicant can meet the requirement due to the failure by the applicant to show that it meets one or more areas of the requirement.
0	<b>Unacceptable</b> - The response is non-compliant with the requirements of the tender.

### Price Information Criteria

The Price criteria carries a weighting of 40 % of the overall achievable score. The applicant must provide an economically sound, innovative and commercially attractive proposal offering outstanding customer service and satisfaction. Furthermore,

- Prices submitted as part of this tender must remain open for acceptance for a minimum of 60 days from the closing date for the receipt of proposals.
- Prices must be detailed for each required specification.
- Prices must be inclusive of VAT.
- The contract price will be **fixed** for the duration of the contract.
- Contract prices applicable to any extension of the contract will be agreed by negotiation prior to that extension.

- Applicants must demonstrate how their proposals represent overall value for money and how they will assist the ATT Secretariat with cost containment initiatives.
- Prices must not be subject to any pricing assumptions, qualifications or indexation not explicitly provided for.
- The ATT Secretariat may reject any proposal where the overall price for the goods and/or services is considered by the ATT Secretariat to be abnormally low following the relevant processes set out in this tender.

### **Moderation of Proposals**

The evaluation panel appointed for this procurement will agree and moderate scores for each evaluation criteria. Final scores in terms of a percentage of the overall tender score will be obtained by applying the relevant factors set out as part of the evaluation criteria. The percentage scores for each evaluation criteria will be amalgamated to give a percentage score out of 100 %.

### **The Winning Proposal**

The winning proposal shall be the proposal scoring the highest percentage score when applying the above evaluation criteria.

### **SECTION 6 - PROCUREMENT AND PROJECT SCHEDULE**

The proposed schedule for the procurement process is provided below. However, the dates indicated, except for the proposals submission date, should be regarded as indicative at this stage as the ATT Secretariat reserves the right to extend and / or amend the schedule as necessary. Any changes will be discussed with the winning applicant.

<b>Event</b>	<b>Date/Time</b>
Tender Notice posted	<i>13 November 2017</i>
<b>Tender opens</b>	<b><i>13h00, 13 November 2017</i></b>
<b>Deadline for the submission of proposals</b>	<b><i>12h00 noon (CET), 11 December 2017</i></b>
Anticipated contract award	<i>20 December 2017</i>
<b>Project Launch Date</b>	<i>10 January 2018</i>

### **SECTION 7 - GENERAL PROVISIONS**

#### **Tender Submission Date**

You must submit your signed proposal (PDF format) electronically to [info@thearmstradetreaty.org](mailto:info@thearmstradetreaty.org) by the deadline of **12 noon (CET) on 11 December 2017.**

#### **Duration of Contract.**

The contract will be for a 4-month period. Where necessary, the ATT Secretariat and the successful applicant can agree on an adjusted timeframe.

### **Contract Management**

In performing the services required under this contract the service provider will report to the Head of the ATT Secretariat.

### **Management Reporting/review meetings**

Management and reporting will be agreed in liaison with the successful applicant.

### **Payment Structure**

The project payment structure will be linked to the phases/ major deliverables of the project to be agreed with the successful applicant.

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