INDEPENDENT UNIVERSITY, BANGLADESH (IUB)
Purchase & Procurement Department
Plot-16, Block-B, Aftabuddin Ahmed Road,
Bashundhara R/A, Dhaka -1212

REQUEST FOR PROPOSAL (RFP)

RFP for Selecting a Cloud Partner to Deploy Infrastructure for the Institutional Education Management System (IEMS) at IUB.

Date: December 24, 2024

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1. Introduction

The Purchase & Procurement Department of Independent University, Bangladesh (IUB) invites proposals from qualified cloud service providers for deploying a cloud infrastructure to support the Institutional Education Management System (IEMS). This system will be implemented in three key phases: deployment of a vanilla instance, staging and user acceptance testing (UAT) environment setup, and production environment deployment.

The purpose of this RFP is to select a cloud partner that can provide the required cloud infrastructure, technical expertise, and support to ensure the successful deployment of IEMS.

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2. Scope of Work

The project will be carried out in three phases as outlined below:

Phase 1: Deployment of Vanilla Instance of the IEMS System

- Initial Setup of the Cloud Environment
- Installation and Configuration of IEMS
- Testing and Verification

Phase 2: Staging and User Acceptance Testing (UAT) Environment Setup

- Setup of Staging/ UAT Environment
- Migration of Test Data
- Risk Mitigation and Change Management

Phase 3: Deployment of the Production Environment

- Provisioning and Optimization of Production Resources
- Security and Compliance
- Data Migration to Production
- Testing, Performance Tuning, and Validation
- Go-Live and Post-Deployment Support

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3. Proposal Submission Guidelines

Bidders are required to submit their proposals in two sealed envelopes: one for the technical offer and one for the financial offer.

- **Technical & Financial Proposal Submission Deadline**: January 9, 2024 by 2:00 PM
- **Sealing and Marking of Tender:** The tender shall be submitted in **two envelopes** (one envelope for

Technical Offer & another envelope for **Financial Offer**), which shall be **SEALED AND MARKED** for the items on top and addressed to the Purchase & Procurement Department of IUB.

- **Financial & Technical Offers:** The financial data cannot be reflected on the technical part. Technical part will be furnished with all technical specifications/ products brochures, and all other required documents as mentioned in the detailed BOQ. On the other hand, financial part will contain only financial offer for the required items.

4. Pre-Bid Meeting

A **pre-bid meeting** is scheduled for **January 5, 2025**, at **11:30 AM** in the **Multi-User Meeting Room (Room No. 2044)**, Level-1, Administrative Building, IUB Campus.

All prospective bidders are strongly encouraged to attend the meeting, where they will have an opportunity to ask questions and clarify any doubts regarding the scope of work and requirements.

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5. General Terms & Conditions:

a) The sealed quotation for the technical offer & financial offer must be submitted to the Purchase & Procurement Department of IUB by January 9, 2025, by 2:00 PM.

b) Presentation on technical proposal will be held on January 12, 2025.

c) The offer shall remain firm and valid for **30 days** for consideration by IUB. During this period, the university may request clarifications or changes to the proposal.

d) The vendor shall perform the work in a timely and efficient manner in accordance with the applicable terms and conditions.

e) The University reserves the right to accept or reject any or all proposals without assigning any reasons.

f) The payment will be made within **30 days** after the submission of the bill, project completion certificate, UAT certificate and subject to proper certification from the university departments concerned.

g) **Contact Information:** For any technical inquiries or clarifications regarding this RFP, please contact: Dr. Mahady Hasan, PhD, Director, Automation (Cell: 01720110055, Email: mahady@iub.edu.bd)

6. Detailed Technical Specifications: The detailed technical specifications, which have been signed by the technical committee, are attached separately for your better understanding.

Thank you for your interest in partnering with Independent University, Bangladesh. We look forward to your proposal.

Sincerely,

Purchase & Procurement Department
Independent University, Bangladesh (IUB)
Plot-16, Block-B, Aftabuddin Ahmed Road,
Bashundhara R/A, Dhaka-1229
Phone: 09612939393, Extn. 1652, 1653, 1654

Guideline
for Cloud Partner Selection

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1. Introduction

Independent University Bangladesh (IUB) invites proposals from qualified cloud service providers to partner with us in deploying a cloud infrastructure for our Institutional Education Management System (IEMS). This project will be executed in phases:

1. **Phase 1:** Deployment of a vanilla instance of the IEMS system.
2. **Phase 2:** Staging and User Acceptance Testing (UAT) environment setup.
3. **Phase 3:** Deployment of the production environment.

The Cloud Bill of Materials (BOM) will be discussed post-partner selection. IUB's primary focus is selecting a partner based on their efficiency, and capabilities.

2. Project Overview and Objectives

The selected cloud partner will work closely with IUB's IT team to establish the required cloud environments for the IEMS system, ensuring scalable, secure, and optimized deployment. The objectives include:

- Deploying the IEMS system in phases as outlined.
- Ensuring compliance with the highest standards of data security and efficiency.
- Delivering an environment that facilitates smooth migration, staging, and production deployment with minimal downtime.

3. Scope of Work

The scope of work for the selected cloud partner encompasses three critical phases in the deployment of IUB's Institutional Education Management System (IEMS) on a cloud infrastructure. Each phase requires the cloud partner to deliver an optimized, secure, and scalable environment, ensuring smooth integration with IUB's existing IT infrastructure.

3.1 Phase 1: Vanilla Instance Deployment of IEMS

In the first phase, the selected cloud partner will be responsible for setting up a vanilla instance of the IEMS system in the cloud. This initial deployment serves as a foundation for the subsequent phases and must adhere to the following:

- **Initial Setup of the Cloud Environment:**
  - Provisioning of cloud resources, including virtual machines, storage, and networking, according to the IEMS system's base requirements.
  - Configuring the environment based on best practices for cloud security and compliance (e.g., encryption, access control, firewalls).
- **Installation and Configuration of IEMS:**
  - Deployment of the IEMS application in a clean (vanilla) instance without customization or production data.
  - Configuration of essential cloud services such as databases, object storage, and load balancing to support the IEMS system.

- Establishing baseline infrastructure performance benchmarks for future scalability testing.

- **Testing and Verification:**
  - Conduct initial performance and compatibility tests to ensure the IEMS system runs as expected in the cloud environment.
  - Verify that cloud services (e.g., compute, storage, database, and network) are functioning optimally.
  - Validate the integration between IEMS and any existing IUB systems or external services (if applicable).

3.2 Phase 2: Staging and User Acceptance Testing (UAT) Environment

The second phase involves the creation of a staging and UAT environment. This environment replicates the production environment to test and validate the IEMS system thoroughly before going live.

- **Setup of Staging/UAT Environment:**
  - Replicate the architecture of the production environment to allow for realistic testing of the IEMS system.
  - Provision and configure additional cloud resources, ensuring the environment reflects the same security, performance, and compliance standards as the production environment.
- **Migration of Test Data:**
  - Load non-production test data into the system for User Acceptance Testing (UAT).
  - Ensure that all sensitive data is anonymized or obfuscated in accordance with IUB's data protection policies and industry best practices (e.g., GDPR compliance).
- **Risk Mitigation and Change Management:**
  - Identify any risks that could affect the smooth migration to production and develop mitigation strategies.
  - Implement change management procedures, including approvals and communication protocols, for any updates or adjustments required during UAT.

3.3 Phase 3: Production Environment Deployment

In this final phase, the production environment of the IEMS system will be deployed, fully optimized for scalability, security, and operational efficiency. This environment will support IUB's day-to-day operations and handle large volumes of student, academic, and administrative data.

- **Provisioning and Optimization of Production Resources:**
  - Set up the production cloud environment with high availability (HA), redundancy, and scalability features in place.
  - Implement auto-scaling mechanisms to ensure the system can handle peak loads (e.g., during enrollment periods).
  - Integrate content delivery networks (CDNs) or caching mechanisms to improve system responsiveness and reduce latency.

- **Security and Compliance:**
  - Enforce industry-standard security measures, including encryption (data at rest and in transit), firewalls, and multi-factor authentication (MFA).
  - Ensure the environment complies with regulatory standards relevant to educational institutions (e.g., ISO 27001, GDPR, or any local data protection regulations).
  - Set up monitoring and alerting tools (e.g., AWS CloudWatch or Azure Monitor or any other relevant tools that is efficient to track and monitoring performance of resources used) for continuous security and performance oversight.
- **Data Migration to Production:**
  - Support and guide in migrating all relevant data from IUB's existing infrastructure into the cloud production environment, including user profiles, academic records, financial data, and other critical assets.
  - Ensure minimal downtime during the migration process to avoid disruption to ongoing operations.
- **Testing, Performance Tuning, and Validation:**
  - Support and guide in performing load testing and stress testing to validate the system's ability to handle high user volumes.
  - Fine-tune performance settings for optimal system response times, database query speeds, and application throughput.
  - Validate the system's failover and disaster recovery capabilities, ensuring compliance with pre-defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).
- **Go-Live and Post-Deployment Support:**
  - Provide on-site support during the go-live period to resolve any immediate technical issues or user concerns.

3.4 Ongoing Support and Collaboration

The cloud partner is expected to collaborate with IUB for the duration of the project and provide ongoing support after each phase's completion:

- **Training and Knowledge Transfer:**
  - Deliver hands-on training sessions for IUB's internal IT staff on cloud management, and security.
  - Provide comprehensive documentation of the deployed cloud infrastructure, including architectural diagrams, configurations, and operational manuals.
- **Post-Implementation Support:**
  - Offer tiered technical support services, ensuring rapid resolution of any cloud-related issues post-deployment.
  - Regularly review system performance and provide recommendations for further optimization or scaling as needed.

4. Technical Criteria for Cloud Partner Selection

To ensure that the selected cloud partner can meet IUB's requirements for deploying the Institutional Education Management System (IEMS) on a secure, scalable, and efficient cloud infrastructure, the following technical criteria must be met. These criteria focus on the cloud partner's capabilities, certifications, security practices, performance optimizations, and experience with similar deployments.

4.1 Cloud Certifications and Experience

The cloud partner must demonstrate their competency and expertise in cloud services by holding relevant certifications and partnerships with major cloud service providers.

- **Cloud Partnership Status:**
  - The cloud partner must be an advanced or premier partner with one of the major cloud providers (AWS or Microsoft Azure).
- **Team Certifications:**
  - Team members should hold relevant certifications, including:
    - AWS Certified Solutions Architect (Associate or Professional) or Azure Solutions Architect Expert.
    - AWS Certified Security - Specialty or Azure Security Engineer Associate.
    - AWS Certified DevOps Engineer - Professional or Azure DevOps Engineer Expert.
  - A minimum of 1-2 certified professionals for each critical role (e.g., solutions architecture, security, DevOps).
- **Demonstrated Experience:**
  - Proven track record of deploying cloud solutions for educational institutions or organizations of a similar size and complexity.
  - Evidence of successful completion of at least 3 cloud migration and implementation projects in the past 5 years, preferably in academic sectors.

4.2 Migration and Implementation Expertise

The cloud partner must have expertise in cloud migrations, including assessing current infrastructure, defining a migration strategy, and executing it with minimal downtime and risk.

- **Cloud Migration Experience:**
  - Proven ability to migrate applications, databases, and workloads to the cloud with minimal disruption to ongoing operations.
  - Expertise in re-hosting (lift-and-shift), refactoring, and re-architecting applications for optimized cloud performance.
- **Comprehensive Migration Plan:**
  - Ability to deliver a detailed migration plan that includes:
    - A clear definition of the migration scope, objectives, and milestones.
    - Application-specific migration strategies (e.g., rehost, refactor, rearchitect).
    - Risk assessment and mitigation strategies to ensure seamless transition.

        - Change management and a communication plan for all stakeholders.
        - Testing, validation, and fallback procedures in case of migration failure.
- **Cloud-Native Expertise:**
    - Proficiency in cloud-native application design principles, including serverless architectures (e.g., AWS Lambda, Azure Functions), containerization (e.g., Docker), and orchestration (e.g., Kubernetes).
    - Experience in breaking down monolithic applications into microservices for improved scalability and maintainability.

4.3 Security and Compliance

The cloud partner must follow industry-standard security practices to ensure that IUB's data and applications remain secure in the cloud environment.

- **Security Certifications and Tools:**
    - The partner must demonstrate proficiency with AWS/Azure security services, such as AWS Security Hub or Azure Security Center.
    - They should be knowledgeable in setting up Identity and Access Management (IAM) policies, encryption (at rest and in transit), and multi-factor authentication (MFA).
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- **Compliance Requirements:**
    - The cloud environment must comply with international security and data protection standards, including:
        - ISO 27001 (Information Security Management System).
        - GDPR (General Data Protection Regulation).
        - HIPAA (if applicable).
    - The partner should provide proof of compliance with these standards and demonstrate their ability to meet any additional legal or regulatory requirements specific to educational institutions.
- **Security Best Practices:**
    - Experience in building and configuring secure firewalls, VPNs, and security monitoring tools.
    - The ability to perform regular security audits, vulnerability scans, and penetration testing to ensure continuous security improvement.

4.4 Performance and Scalability

The cloud partner must be able to design and implement a high-performance, scalable cloud infrastructure that can grow with IUB's future needs.

- **Performance Optimization:**
    - Expertise in setting up auto-scaling and load balancing to handle high user volumes during peak periods (e.g., enrollment periods).
    - Ability to optimize application performance for cloud environments using techniques such as caching, data compression, and database optimization.
- **Scalability:**

- Proven ability to design scalable architectures that can automatically adjust to increasing workloads and user demands without compromising performance or availability.
- Experience in using cloud-native services (e.g., AWS Auto Scaling, Azure Autoscale) to dynamically scale compute, storage, and network resources based on predefined performance metrics.

4.5 Cost Management and Optimization

The cloud partner must have the capability to manage cloud costs efficiently, providing solutions that optimize performance while minimizing expenses.

- **Cost Optimization Strategies:**
  - Experience in implementing cost-saving strategies such as reserved instances, spot instances, or savings plans for long-term workloads.
  - Expertise in using cloud cost management tools such as AWS Cost Explorer or Azure Cost Management to monitor and optimize spending.

4.6 Monitoring, Backup, and Disaster Recovery

The cloud partner must ensure continuous monitoring and provide robust backup and disaster recovery solutions to protect IUB's critical data.

- **Comprehensive Monitoring:**
  - Proficiency in setting up monitoring and alerting tools such as AWS CloudWatch or Azure Monitor.
  - Ability to create real-time dashboards that provide visibility into system performance, network traffic, and potential bottlenecks.
- **Backup and Disaster Recovery:**
  - Design and implement a robust backup solution that meets IUB's Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).
  - Experience with cloud-native backup services (e.g., AWS Backup, Azure Backup) to automate and manage backups.
  - Proficiency in designing disaster recovery (DR) plans that include failover capabilities and regular DR testing.

4.7 Ongoing Support and Training

The cloud partner must provide ongoing technical support and training to ensure that IUB's internal team can effectively manage the cloud environment after the deployment phases.

- **Support Services:**
  - The partner must provide clearly defined Service Level Agreements (SLAs) for issue resolution, with a commitment to 24/7 support for critical issues.
  - Availability of post-implementation support, including bug fixing, performance tuning, and security patching.
- **Training and Knowledge Transfer:**
  - Ability to provide hands-on training sessions for IUB's internal IT team on cloud management, security, and application deployment.

- Provision of detailed documentation, including architectural diagrams, configurations, and operational manuals.

4.8 Hybrid and Multi-Cloud Capabilities

IUB is interested in flexibility regarding hybrid or multi-cloud environments that may be required in the future.

- **Hybrid Cloud Expertise:**
  - Experience in deploying hybrid cloud solutions that integrate on-premises infrastructure with the cloud environment.
  - Ability to connect and synchronize workloads between AWS, Azure, or other cloud providers with existing IUB infrastructure systems.
- **Multi-Cloud Management:**
  - Proven experience in managing and optimizing multi-cloud environments, ensuring compatibility, security, and performance across different platforms.

4.9 Service Level Agreement (SLA) Compliance

- **Uptime Commitment:**
  - The cloud partner must guarantee a minimum SLA of 99.9% uptime for the cloud infrastructure, with penalties for failure to meet this standard.
- **Regular Reporting:**
  - The partner must provide regular performance and SLA compliance reports to ensure transparency and accountability.

5. Evaluation Criteria

The selection of the cloud partner will be based on a weighted scoring system, ensuring a fair and objective assessment. Each proposal will be evaluated against a set of predefined criteria that focus on technical capabilities, migration strategy, support structure, and alignment with IUB's goals. Below are the key evaluation criteria with their respective weights:

5.1 Technical Expertise (50%)

The cloud partner's technical expertise is critical to the successful implementation of the IEMS system. This includes their knowledge, certifications, experience, and ability to meet IUB's technical requirements.

- **Cloud Partnership Status:**
  - Advanced or Premier Partner with AWS or Azure.
  - Demonstrated expertise in hybrid or multi-cloud environments.
- **Certifications and Team Skills:**
  - Relevant cloud certifications (AWS/Azure Architect, Security, DevOps).
  - Minimum staffing requirements (2-3 certified professionals per role).
  - Ongoing education and certification updates.
- **Relevant Experience:**
  - Proven experience with cloud migration projects of similar size and complexity.

- Specific case studies or references in the education sector.
- Ability to work on hybrid cloud models or large-scale data migrations.

5.2 Implementation and Migration Plan (30%)

The proposed implementation and migration plan will be evaluated for feasibility, completeness, and alignment with IUB's phased deployment strategy (Vanilla instance, Staging/UAT, and Production).

- **Migration Strategy and Phases:**
  - Clear and realistic timeline with milestones and deliverables.
  - Comprehensive risk mitigation strategy and fallback plans.
  - Cloud-native design principles (e.g., serverless architecture, containerization).
- **Testing and Validation Procedures:**
  - Approach to UAT (User Acceptance Testing) with key stakeholders.
  - Post-migration testing to ensure smooth performance and reliability.
  - Defined roles and responsibilities for IUB and partner teams.
- **Change Management:**
  - Well-defined change management processes to minimize disruptions.
  - Communication plans to keep stakeholders informed at every phase.

5.3 Support Structure and Ongoing Maintenance (20%)

- **Support Model:**
  - Availability of 24/7 technical support with clear Service Level Agreements (SLAs).
  - Defined escalation matrix for resolving critical issues.
- **Post-Implementation Support:**
  - Access to ongoing updates and upgrades of cloud infrastructure.
  - Provision of documentation, operational manuals, and knowledge transfer sessions.
- **Training and Knowledge Transfer:**
  - Hands-on training for IUB's IT staff on managing cloud resources and securing the environment.
  - Availability of refresher sessions and continuous support for new features or upgrades.

5.4 Summary of Weighted Evaluation Criteria

Criteria	Weight
Technical Expertise	50%
Implementation and Migration Plan	30%
Support Structure and Ongoing Maintenance	20%

6. Evaluation Process

Once the initial screening is complete, eligible proposals will be evaluated in-depth based on the **Evaluation Criteria** outlined in the RFP. This stage is divided into two parts: a scoring-based assessment of the written proposals and an additional **Technical Project-Based Evaluation** to thoroughly assess the technical capabilities of each vendor.

- **Step 2a: Scoring-Based Proposal Assessment**
  - Each proposal will be evaluated and scored based on the weighted criteria (e.g., technical expertise, migration plan, support structure).
  - Scores will be awarded based on the quality, depth, and completeness of each response.
  - A rubric or scoring matrix will be used to ensure consistency and transparency across the evaluation team.
- **Step 2b: Technical Project-Based In-Depth Evaluation**
  - Vendors will be asked to submit a detailed project plan or solution architecture based on a hypothetical project scenario that mirrors the IEMS system requirements. This exercise will assess each vendor's practical approach, technical depth, and problem-solving skills.
  - **Evaluation Team**: A cross-functional team from IUB's IT and technical departments will analyze each project submission to assess the following:
    - Feasibility of the proposed solution.
    - Quality of the technical design, including cloud architecture, security measures, and scalability.
    - Approach to handling complex migrations and ensuring minimal downtime.
    - Alignment with IUB's requirements for the phased deployment of the IEMS system.
  - **Outcome of Step 2b:** Each vendor's project-based evaluation will receive a separate score that contributes to the overall evaluation.
- **Outcome of Step 2 (Combined):**
  - Each proposal will receive a total score combining the written proposal and project-based evaluation. Top-scoring proposals will proceed to the shortlisting phase.

Step 3: Shortlisting of Top Proposals

After the detailed assessment, the top proposals—those with the highest total scores—will be shortlisted. The number of shortlisted vendors will typically range from 2 to 4, depending on the quality and competitiveness of the proposals.

- **Shortlisting Criteria:**
  - Overall score based on the combined evaluation in Step 2.
  - Alignment with IUB's long-term cloud strategy.
  - Demonstrated technical capabilities and implementation readiness.
- **Outcome of Step 3:**
  - Shortlisted vendors will be invited for further discussions, presentations, or technical demonstrations.

Step 4: Vendor Presentations and Technical Demonstrations

The shortlisted vendors will be required to present their proposals in greater detail. This stage allows IUB to engage directly with the vendors, clarify any questions, and assess their ability to deliver the proposed solution.

- **Presentation Requirements:**
  - Vendors must present a detailed overview of their technical solution, focusing on how they plan to execute the phased deployment of the IEMS system.
  - Highlight cloud infrastructure design, security measures, and scalability strategies.
  - Provide a live demonstration (if applicable) of key cloud management tools, migration processes, and support systems.
- **Key Areas of Focus:**
  - Ability to answer specific technical questions posed by the evaluation team.
  - Clarification of any potential risks or challenges in the proposed implementation plan.
  - Demonstration of the cloud partner's understanding of IUB's goals and the uniqueness of the academic environment.
- **Outcome of Step 4:**
  - The evaluation team will score the presentations based on clarity, technical soundness, and the ability to address IUB's specific needs.
  - This stage provides an opportunity to adjust or refine the initial scores based on the quality of the presentation and demonstration.

Step 5: Final Evaluation and Selection

Following the presentations, the evaluation team will convene to review the final scores and feedback from all stages of the process. The final evaluation will involve a comparison of the shortlisted vendors based on both their written proposals and live presentations.

- **Final Scoring Considerations:**
  - The combined score from the detailed assessment, project-based evaluation, and the presentation/demonstration stage.
  - The vendor's ability to meet technical, operational, and security requirements.
  - The quality and feasibility of the proposed implementation and migration plan.
  - The vendor's capacity for ongoing support and long-term collaboration with IUB.
- **Selection Criteria:**
  - The vendor with the highest overall score and the best alignment with IUB's requirements will be recommended for selection.
  - The evaluation team may also consider additional factors, such as vendor reputation, flexibility, and innovation (if applicable).

Step 6: Contract Negotiation and Finalization

Once the final selection is made, IUB will enter into contract negotiations with the selected cloud partner. The goal of this stage is to finalize the terms of the engagement, ensuring that both parties are clear on deliverables, timelines, and expectations.

- **Negotiation Points:**

- Finalizing the Service Level Agreement (SLA) with specific performance commitments (e.g., uptime, response times).
- Confirmation of the project timeline, milestones, and payment schedules.
- Agreement on the support model, training programs, and post-deployment services.
- Any contractual exit clauses, termination policies, or penalties for non-performance.

- **Outcome of Step 6:**
  - Once negotiations are successfully completed, the contract will be signed, and the cloud partner will begin work on the project.

Step 7: Announcement and Communication

After contract finalization, IUB will formally announce the selected cloud partner. A communication plan will be implemented to inform relevant stakeholders (internal teams, students, faculty, etc.) about the project and its objectives.

- **Internal and External Communication:**
  - Internal announcement to IUB's IT and administrative teams, outlining the next steps.
  - External announcement to stakeholders, including students and faculty, explaining the benefits of the new cloud deployment.
  - Communication regarding the project timeline, what to expect during each phase, and how the IEMS system will enhance IUB's operations.

6.1 Final Summary of Evaluation Process

Evaluation Stage	Key Activities	Outcome
Step 1: Initial Screening	Check eligibility based on mandatory criteria.	Disqualification of non-compliant proposals.
Step 2a: Scoring-Based Proposal Assessment	Evaluation of written proposals based on criteria.	Initial scores assigned based on quality and alignment.
Step 2b: Technical Project-Based Evaluation	In-depth project assessment to evaluate technical approach and problem-solving.	Additional scoring of technical depth and feasibility.
Step 3: Shortlisting	Select top candidates for further discussion.	Invite shortlisted vendors for presentations.
Step 4: Presentations & Demos	Vendor presentations and technical demonstrations.	Adjust scores based on clarity and technical soundness.
Step 5: Final Evaluation & Selection	Final comparison of shortlisted vendors.	Selection of the highest-scoring vendor.
Step 6: Contract Negotiation	Finalize SLA, project timeline, and terms.	Contract signing with the selected vendor.
Step 7: Announcement	Communication to stakeholders.	Formal announcement of the selected cloud partner.

7. Submission Requirements

Proposals submitted by potential cloud partners must be thorough, well-organized, and aligned with IUB's objectives. The submission should contain the following sections, ensuring that all critical aspects of the project are addressed for evaluation.

7.1 Cover Letter

The proposal must include a cover letter summarizing the partner's intent to participate in the project. It should highlight the partner's understanding of IUB's needs and confirm compliance with the submission timeline and requirements.

- **Contents:**
  - Introduction of the company and intent to participate.
  - Brief summary of the proposal and key points.
  - Confirmation of understanding the scope and requirements outlined in the RFP.
  - Authorized signatory with contact information.

7.2 Company Profile and Experience

This section provides background on the cloud partner, demonstrating their experience and expertise in similar projects.

- **Required Information:**
  - Company name, address, and registration details.
  - Cloud partnership status (AWS Premier Partner, Azure Gold Partner, etc.).
  - Years of experience in cloud consulting, migration, and implementation.
  - Number of employees and key personnel involved in cloud-related projects.
  - Overview of similar projects successfully completed, preferably in the education or public sectors.
- **References:**
  - Provide at least three references from clients with similar project requirements, including:
    - Client name and industry.
    - Project scope and timeline.
    - Contact details of the client representative.

7.3 Technical Proposal

The technical proposal should outline the partner's solution for deploying the IEMS system, covering technical capabilities, approach, and methodology.

- **Key Elements:**
  - Detailed cloud architecture plan (compute, storage, networking, security).
  - Compliance with the technical criteria outlined in the RFP.
  - Description of the deployment strategy for each phase:
    - Vanilla Instance.
    - Staging/UAT Environment.

        - Production Environment.
    - Use of cloud-native technologies (serverless, containerization, microservices, etc.).
    - Proposed security measures (encryption, IAM policies, compliance with GDPR/ISO).
    - Integration with existing IUB systems (where applicable).

7.4 Implementation and Migration Plan

The partner must provide a detailed migration and implementation plan, ensuring minimal disruption to IUB's operations.

- **Plan Requirements:**
    - Detailed timeline with key milestones and dependencies for each phase.
    - Resource allocation plan, including the roles and responsibilities of both IUB and the cloud partner's team.
    - Risk assessment matrix with potential risks, impacts, and mitigation strategies.
    - Change management plan to handle system adjustments with minimal downtime.
    - Testing and validation approach, including UAT plans and post-deployment checks.

7.5 Service Level Agreement (SLA) Proposal

The partner must submit a proposed SLA that defines the terms and commitments regarding performance, uptime, and support.

- **SLA Components:**
    - Uptime commitment (minimum 99.9% or higher) and penalties for non-compliance.
    - Response and resolution times for different types of incidents (critical, high, medium, low).
    - Availability of 24/7 technical support and escalation processes.
    - Reporting mechanisms (performance, issue tracking, and SLA compliance reports).

7.6 Support and Training Plan

The partner must provide a detailed plan for post-deployment support and training to ensure IUB's internal team is equipped to manage the cloud infrastructure.

- **Plan Requirements:**
    - Structure and delivery of hands-on training sessions for IUB's IT team.
    - Knowledge transfer plan, including documentation and operational manuals.
    - Post-deployment support structure (on-site or remote).
    - Availability of refresher training sessions as needed.

7.7 Compliance and Legal Information

The partner must provide relevant compliance certifications and confirm adherence to legal requirements.

- **Required Information:**
  - Compliance with data protection laws (e.g., GDPR, ISO 27001).
  - Confirmation of adherence to IUB's policies and regulatory requirements.
  - Copies of relevant certificates (ISO, HIPAA, GDPR) and partnerships.

7.8 Additional Value-Added Services (Optional)

Partners are encouraged to propose any additional value-added services or innovations that could benefit IUB.

- **Examples of Value-Added Services:**
  - Recommendations for cloud optimization and future scalability.
  - Use of AI or predictive analytics for cloud resource management.
  - Collaboration opportunities for research or development projects.

7.9 Required Attachments and Documentation

The submission must include the following documents:

- Cover letter.
- Company profile and references.
- Technical proposal.
- Implementation and migration plan.
- SLA proposal.
- Support and training plan.
- Compliance certifications and legal documents.
- Any optional value-added services or additional attachments.

7.10 Submission Format and Instructions

All proposals must be submitted in the following format:

- **Format:** PDF or Word Document.
- **File Name Format:** [Company Name]_IUB_CloudPartnerProposal.pdf.
- **Submission Method:** Email to [Insert Email Address].
- **Submission Deadline:** [Insert Date and Time].
- **Language:** English.

Late submissions or proposals that do not follow the format will be disqualified.

7.11 Proposal Submission Checklist

To ensure all required components are included, partners must use the following checklist before submission:

Required Document	Included (Yes/No)
Cover Letter	
Company Profile and Experience	
Technical Proposal	
Implementation and Migration Plan	
SLA Proposal	
Support and Training Plan	
Compliance and Legal Information	
Value-Added Services (Optional)	
Attachments and Documentation	

8. Terms and Conditions

- **Confidentiality:** All information provided by IUB must remain confidential.
- **No Obligation:** IUB reserves the right to reject any proposal and to negotiate with any vendor.