

# Request for Proposal

**Date:** 5/11/2022

**Subject:** Security Awareness Training and a Simulated Phishing Platform

**Introduction:** TechnoServe is an international nonprofit organization that helps people lift themselves out of poverty by harnessing the power of the private sector. Operating in almost 30 countries, we work with hardworking women and men in the developing world to build competitive farms, businesses, and industries. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

**General Requirements:** The requirements for TechnoServe's anticipated purchase are listed below. An additional and more detailed Statement of Work is also attached.

TechnoServe is looking for Security Awareness Training and a Simulated Phishing Platform to train and proactively test approximately 1650 end-users. Please reference the Phishing & Security Awareness Solutions Spreadsheet for the specifics of the general requirements of the solution, including:

- 1) Security Awareness Training
- 2) Simulated Phishing Platform
- 3) Implementation & Management

Further detail is provided in the SOW attached.

**Period of Performance:** The period of performance of any contract resulting from this solicitation is anticipated to be between the start and end dates listed below. Proposals shall detail the estimated length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Scope of Work.

**Start Date:** 9/1/2022

**End Date:** 8/30/2023

**Proposal Content Instructions:** In addition to responding to the Statement of Work, all proposals must:

- Describe the qualifications, experience and capabilities of the firm in providing the type of services being requested by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.

- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting organization.
- A brief outline of the company and services offered, including:
  - Full legal name, jurisdiction of incorporation, and address of the company.
  - Full legal name and country of citizenry of company's President, Chief Executive Officer, and/or all other principal officers of the company.
- Year the business was established.

Proposals must contain a detailed cost breakdown with applicable taxes and other charges clearly identified (and be presented in conformity with any further instructions included in the Statement of Work).

To ensure consideration, all quotes must be submitted in the language, currency, and by the due date noted below:

**Language:** English

**Currency:** USD

**Submission Instructions:**

All proposals must be emailed to the address below with your proposal attached in one or more files (PDF preferred). You will receive an auto-confirmation upon receipt. To ensure the integrity of this procurement exercise, DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to strictly adhere to these instructions may make your proposal ineligible for consideration.**

**Email:** buy+US+P0010854@tns.org

**Order of Events:**

This solicitation exercise will be administered in accordance with the following dates (subject to change at TechnoServe's sole discretion):

<b>Date</b>	<b>Event</b>
5/27/2022	Last date that questions will be accepted. Note that questions and answers will be distributed to all interested parties, so questions should not disclose trade secrets, confidential information, or information that might give another vendor a competitive advantage.  Questions should be emailed to:  dlape@tns.org
6/1/2022	Date that answers to questions will be distributed to all.
6/3/2022	Last date that proposals will be accepted by TechnoServe.

**Terms and Conditions:**

- The Request for Proposal is not and shall not be considered an offer by TechnoServe.
- All responses must be received on or before the date and time indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Prices proposed must be valid for the entire period provided by the respondent or required by the RFP.
- All awards will be subject to TechnoServe contractual terms and conditions and contingent on the availability of donor funding.
- TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors submitting proposals for such rejection or cancellation of the RFP.
- TechnoServe reserves the right to accept all or part of the proposal when awarding the purchase order/contract.
- All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time and all bidders will be provided with notification of any changes. TechnoServe is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- The bidders are solely obligated to pay for all costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of TechnoServe, subject to claims of confidentiality in respect of the Response and supporting documentation, which have been clearly marked confidential by the bidder.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

**Criteria for Selection:**

The evaluation of each response to this solicitation will be based on the requirements set out in the Criteria for Selection and according to the requirements in this RFP. At the sole discretion of TechnoServe, the responsive bidders may be selected for follow-up questions or to provide an oral presentation. TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of and most advantageous to TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity. After TechnoServe receives proposals and written evaluations are completed, the selected bidder will be notified. Commitments made by the bidder after selection, and final demonstration will be considered. The following points will be assigned to the proposals for evaluation purposes.

<b>Max Points</b>	<b>Criterion</b>
40	Price, inclusive of all delivery fees and taxes
20	Security Awareness Training
20	Simulated Phishing platform
20	Implementation & Management

**The attached Statement of Work represents an integral part of this solicitation.**



# TECHNOSERVE

BUSINESS SOLUTIONS TO POVERTY

## HEADQUARTERS

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[technoserve.org](http://technoserve.org)

## Scope of Work (SOW) Endpoint Detection and Response 5/11/2022

### GENERAL REQUIREMENTS (cont'd)

TechnoServe is looking for Security Awareness Training and a Simulated Phishing Platform to train and proactively test approximately 1650 end-users in 30 countries. Please reference the Phishing & Security Awareness Solutions Spreadsheet for the specifics of the general requirements of the solution.

1. **Security Awareness Training** – Security awareness training is a strategy used to prevent and mitigate user risk. These programs are designed to help users and employees understand the role they play in helping to combat information security breaches.
2. **Simulated Phishing Platform** – a program that organizations can use to send realistic phishing emails to employees in order to gauge their awareness of attacks and what to do with phishing emails when they receive them. Ability to give users training automatically after failing a phishing attempt. Spearphishing uses dynamic variables to include employee name, manager, company information, location, and more to simulate targeted attacks.
3. **Implementation & Management** – Easy to use dashboard that integrates with the current infrastructure using Google Workspace and Okta. Allowing the upload of user data eliminates the need to manually manage user changes. Allows for real-time reporting of phishing simulated campaigns and complete training. The reports are exportable, provide geo-location of failures, and help you focus on the areas that will benefit you the most

### PERIOD OF PERFORMANCE

TechnoServe is looking to implement the solution no later than September 1, 2022. A multi-year license agreement is an option.

### RFP SUBMISSION REQUIREMENTS

All prospective bidders must complete the following steps:

1. Submit a written response including the history of the company covering all points specified below.
2. Submit Complete Phishing & Security Awareness Solutions Spreadsheet, [linked here](#).
3. Two Quotes; **one-year and 3-year pricing**. Include Cost of Licensing and Cost of Implementation. Cost estimates should not include tax because TechnoServe is tax-exempt.
4. We currently use SHI as our third-party reseller. Quotes can be priced using SHI as a third-party reseller, but it is not required. We are open to going direct, using another third-party reseller such as AWS Marketplace, CDW, or any other third-party reseller that the vendor has a relationship with and will provide the best pricing. SHI POC: [Jared.Lininger@shi.com](mailto:Jared.Lininger@shi.com) 512-501-7711
5. Submit an explanation of the project implementation method and estimated timeline based on the requirements and scope in this document
6. Minimum one reference of current client using the solution. Preferably an international nonprofit client but it is not a requirement.
7. Provide a summary of the vendor's minimum 2-year roadmap of features and solutions being worked on that Technoserve could benefit from in the future. If that requires an NDA please forward it to Elvy Gerez ([egerez@tns.org](mailto:egerez@tns.org)) and Jim McKinney ([jmckinney@tns.org](mailto:jmckinney@tns.org))

#### **RFP & PROJECT TIMETABLE**

1. Please send Questions to [dlape@tns.org](mailto:dlape@tns.org) regarding this RFP no later than May 27, 2022. The answer will be sent to everyone who has expressed interest by COB June 1, 2022
2. Provide RFP response to [buy+US+P0010854@tns.org](mailto:buy+US+P0010854@tns.org) no later than 5:00PM (EDT) on **June 3, 2022**.
3. Some companies submitting a response to the RFP may be asked to prepare a demo of their solution based on the requirements in this document. Demos will be scheduled for the week of June 13, 2022.
4. The decision will be on or before June 24, 2022.
5. After selection, contract and license negotiations will take place.
6. Contract Sign on or Before July 6, 2022.
7. Implementation, August 2022
8. Go Live on or before September 1, 2022.