

Request for Proposal to

Outsourced IT, Digital and Web Content Managed Services

ISSUED DATE: 24/1/2021

SUBMISSION

DUE DATE: {1/2/2021} AT {19:00 KSA}

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1 Request for Proposal (RFP)

The Edialogue Center invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide Outsourced IT, Digital and Web Content Managed Services to Edialogue Center over a 5 years period, beginning on no later than Mar 1, 2021. Following the initial term, there is a possibility to renew this contract for multiple 5 years terms. The requested service shall include the following and not limited to:

- Web hosting.
- Data storage.
- IT services management.
- Internet digital content management.
- Internet digital research.
- Information system management.
- IT technical and technology research.
- Web, systems, application and programs analysis, design and development.
- Websites customer service management.
- Digital Marketing.

2 Some of Current Edialogue Center Managed IT Services Overview

System	Dept.	Usage
LiveChatInc	LiveCaht	Chat Software
GoDaddy	LiveCaht	Domains
EuroDNS	LiveCaht	Domain
GoToWebinar	LiveCaht	Training Webinars
MailChimp	LiveCaht	Mail System
Zapier	LiveCaht	End user to integration between seamless web applications
Shutter Stock	LiveCaht	Stock Photo & Video For Articles
Infusionsoft (NMA English)	NMA	CRM
Infusionsoft (NMA French)	NMA	CRM
GoDaddy	NMA	Domains
Siteground	NMA	Hosting for NMA sites
Zoom Meeting NMA English	NMA	Live Classes and one on one meetings
Zoom Meeting NMA French	NMA	Live Classes and one on one meetings



Zoom Meeting MPA	NMA	Live Classes and one on one meetings
Memberium (NMA English)	NMA	Membership plugin
Memberium (NMA French)	NMA	Membership plugin
LearnDash (NMA English)	NMA	Learning Management system
LearnDash (NMA French)	NMA	Learning Management system
Box	NMA	Online File storage, sharing and collaboration
Smartsheet	NMA	project work management
Wordpress development	NMA	\$488
Moodle development	NMA	Learning Management system
Shutterstock	NMA	Stock photos for posters, landing pages etc
Dsicover U	NMA	Marketing, creating Ebooks, creating videos, graphic designs, landing pages,
Web Hosting	IT	
G suite	IT	Mail Services for Users

3 Selection Criteria

Edialogue Center will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

4 Information Requirements

For the purposes of understanding more about your company and your ability to successfully fulfill this important Edialogue Center requirement, please provide the information below as part of your response, clearly referencing each specific question.

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4.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business and what is your current market share?
3. Provide your organization's annual sales volumes
4. In what Canadian cities do you maintain offices?
5. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
6. How many are full-time vs. contract?
7. Please describe your relationships and experience with manufacturers and major distribution partners in the Canadian technology marketplace.
8. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
9. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
10. Please describe your organization's experience in transitioning clients to public or private cloud technology from more traditional IT service models.
11. Please provide details of three current customer accounts that are similar in scope and requirements to those of Edialogue Center.

4.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a Edialogue Center preferred vendor. Specifically, provide the following information:
 - i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from Edialogue Center
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what Edialogue Center resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.
4. Please describe your experience in providing the following value-added services:
 - a. Technology strategy planning
 - b. Solution design
 - c. Network and email system monitoring

- d. Technical support, including remote user support
 - e. Reporting and communication
 - f. IT policy review and development
 - g. Implementation planning and guidance
 - h. Configuration
 - i. On-site implementation of business applications
5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
 6. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
 7. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

4.3 Support

1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
2. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

5 Communications and Response

Your respected proposal is due on January 30, 2021 as the last date for submittals. The proposals shall be directed in stamped envelope to the below address:

Submittals will be reviewed for one week right after the submittal due date where you will be contacted to discuss your proposal. Responses will be sent to all submitters in the week after.

Adnan Al-Thaqafi is the designated Edialogue Center representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information is as follows:

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