



## **IPA**

### **Request For Quotations (RFQ)**

**No. IPA/RFQ/MIST/004/2025**

**RFQ for Remote Security Agent and Endpoint Management Solution for  
Laptops and Mobile Devices**

**Issue Date: 15<sup>th</sup> May 2025**

**NOTICE:** Any amendments or clarifications to this solicitation will be issued and posted on  
IPA's website

## **1. Synopsis of the Request for Quotation**

IPA (Global) invites qualified vendors to submit quotations to supply and deliver the services described below.

### **Summary:**

IPA is looking for a security agent who will be able to work with our laptops, tablets, and mobile devices in twenty countries worldwide. The agent must be able to be installed remotely and managed by a service provider. The following items are required in this agent endpoint management and monitoring, asset management, patch management, remote access, and software deployment. Optionally, if the agent can do device backups and device monitoring for usage by the client, that would be a plus. This RFQ will bring together all our device management for IPA and services for our global team. The current devices that we have in place have an estimated cost for your quotation for laptops around six hundred, and mobile devices around 2500. Currently, we are only seeking the ability to service the 600-plus laptops, and the mobile device price is optional.

1. RFQ No.	IPA/RFQ/MIST/004/2025
2. Issue Date	Wednesday, May 15, 2025
3. Title	RFQ for Remote Security Agent and Endpoint Management Solution for Laptops and Mobile Devices
4. Issuing Office	Innovations for Poverty Action 1701 Rhode Island Ave NW, 3rd Floor Washington, DC 20036
5. Deadline for Receipt of Questions	<b>Tuesday, May 27, 2025, 15:00 Eastern Time (ET)</b>
6. Point of Contact for Questions	Send your questions to; <a href="mailto:global-procurement@poverty-action.org">global-procurement@poverty-action.org</a> and include the RFQ number for easy reference.  Responses to questions or clarifications will be shared within 24 hours after the clarification window closes
7. Deadline for Receipt of Quotes.	<b>Friday, June 6, 2025, 15:00 Eastern Time (ET)</b>
8. Submission Address	Quotations <b>MUST</b> be submitted ONLY to;  <a href="mailto:global-proposals@poverty-action.org">global-proposals@poverty-action.org</a> please include the RFQ number in the subject line.  Submissions sent to any other email address will not be considered.
9. Anticipated Award Type	Blanket Purchase Agreement (BPA).  Issuance of this RFQ in no way obligates IPA to award a subcontract or purchase order, and Bidders will not be reimbursed for any costs associated with the preparation of their quote.
10. Basis for Award	An award will be given to the responsible bidder whose bid is responsive to the terms of the RFQ and is most advantageous to IPA, considering price and/or other factors included in the RFQ. To be considered for award, bidders must meet the requirements identified in Section 4 below, "Determination of Responsibility". No discussions or negotiations are permitted with bidders, and therefore, bidders shall submit their best and final price.

## 2. Request for Quotation

1. General Instructions to Bidders	<ul style="list-style-type: none"> <li>• Quotes must be received by Friday, June 6, 2025, 15:00 Eastern Time (ET). Late offers will be rejected.</li> <li>• Bidders shall submit quotes electronically (via the submission address above).</li> <li>• Quotes must be valid for a period of 60 days.</li> <li>• Bidders shall sign and date their quotation.</li> <li>• Bidders shall complete</li> <li>• <a href="#">Attachment 1: Price Schedule template</a>.</li> <li>•</li> </ul>
2. Questions Regarding the RFQ	Each Bidder is responsible for reading very carefully and understanding fully the terms and conditions of this RFQ. All communications regarding this solicitation are to be made solely through the Issuing Office and must be submitted in writing to the Issuing Office no later than the date specified above. All questions received will be compiled and answered in writing and distributed to all interested Bidders.
3. Technical Specifications and requirements for Technical Acceptability	1. The list of goods/services required is provided in <a href="#">Attachment 1: Price Schedule</a> . Technical Specifications and state "The detailed technical specifications of these goods/services can be found in <a href="#">Attachment 3: Technical Specifications</a> ".
4. Determination of Responsibility	<p>IPA will not enter into any type of agreement with a vendor prior to ensuring the vendor's responsibility. When assessing a vendor's responsibility, the following factors are taken into consideration:</p> <ol style="list-style-type: none"> <li>1. Provide copies of the required business licenses to operate.</li> <li>2. Ability to comply with required or proposed delivery or performance schedules.</li> <li>3. Provide Proof of a Cisco-certified partnership</li> </ol>
5. Compliance with Terms and Conditions	Bidder shall be aware of the general terms and conditions for an award resulting from this RFQ. The selected Bidder shall comply with all Representations and Certifications of Compliance listed in <a href="#">Attachment 2: Terms and Conditions</a> .
6. Procurement Ethics	By submitting an RFQ, Bidders certify that they have not/will not attempt to bribe or make any payments to IPA employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Bidders or the IPA staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 844 837 5445.

**Attachment 1: Price Schedule**

Item Number	Item Name	Specifications	Quantity	Unit Price	Total Price
1	<i>Set up Application configuration</i>				
2	<i>Cost of the Agent / Month</i>				
3	<i>Service to manage the agents</i>				
4	Training session				
<b>GRAND TOTAL IN (USD)</b>					

**Delivery Timelines:**

We, the undersigned, provide the attached quote in accordance RFQ # \_\_\_\_\_ dated \_\_\_\_\_

Our attached quote is for the total price of \_\_\_\_\_ (figure and in words)

I certify a validity period of 60 days for the prices provided in the attached Price Schedule/Bill of Quantities. Our quote shall be binding upon us subject to the modifications.

We understand that IPA is not bound to accept any quotes it receives.

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Email:

## **Attachment 2: Terms and Conditions**

1. The Request for Quotes is not and shall not be considered an offer by IPA.
2. All responses must be received on or before the date and time indicated on the RFQ. All late responses will be rejected.
3. All unresponsive quotes will be rejected.
4. All quotes will be considered binding offers. Prices quoted must be valid for the entire period provided by respondents.
5. All procurement will be subject to IPA contractual terms and conditions and contingent on the availability of donor funding.
6. IPA reserves the right to accept or reject any quotation or cancel the procurement process at any time, without assigning any reason, and shall have no liability to any vendors submitting quotations for such rejection or cancellation of the procurement.
7. IPA reserves the right to accept all or part of the quotation when awarding the purchase order/contract.
8. IPA shall solely own all intellectual property (e.g. datasets, material, etc.) created under the resulting award.
9. All information provided by IPA in this RFQ 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. IPA is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
10. IPA reserves the right to require any bidder to enter into a non-disclosure agreement.
11. The bidders are solely obligated to pay for all costs, of any kind whatsoever, which may be incurred by the bidder or any third party, in connection with the Response.
12. All Responses and supporting documentation shall become the property of IPA, subject to claims of confidentiality in respect of the Response and supporting documentation, which have been clearly marked confidential by the bidder.

## **Attachment 3: Detailed Technical Specifications**

### **Summary:**

IPA is looking for a security agent who will be able to work with our laptops, tablets, and mobile devices in twenty countries worldwide. The agent must be able to be installed remotely and managed by a service provider. The following items are required in this agent endpoint management and monitoring, asset management, patch management, remote access, and software deployment. Optionally, if the agent can do device backups and device monitoring for usage by the client, that would be a plus. This RFP will bring together all our device management for IPA and services for our global team. The current devices that we have in place have an estimated cost for your quotation for laptops around six hundred, and mobile devices around 2500. Currently, we are only seeking the ability to service the 600-plus laptops, and the mobile device price is optional.

### **Features Required:**

Endpoint management and monitoring will include OS level, hardware-level, patching-level, and virus detection with malware isolation. Alert and monitoring to include text communication to the network operations center engineer at IPA.

Patch Management will include full patching, selected patching, forced reboot controls, timed reboot control, and disablement of network access to the IPA domain. Reporting is required weekly, and APIs must report into the IPA Data Warehouse.

Asset Management control, which must include the hardware, software, and applications that are on the device, with revision and patch level. Device name, serial number, location, and IP address are required.

Remote Access connection process that will allow the service team to control the device, see the issues, and resolve the conflicts for the client.

One-click device lock-out or brick feature for a lost or stolen device.

SOC2 business security level or higher, PII policy, and reporting requirements are expected for all bids.

Training session for an administrative team with recording for future use by IPA only. One session at deployment and one session yearly for the number of years of the contract.

### **Features Optional:**

Backup for the device, which may include a process that is configured to deliver the backup to standard cloud environments, or a secondary design drive on the same device.

Self-diagnostics that will support conflicts on the device for the IPA employee to resolve in real time.

Mobile device management, images, and reporting for tablets, mobile phones, and iPads. This is to include the lock-out/brick device feature.

**Admin:**

One simple ADMIN console that will all for the access for the global service team into a portal with dashboards. Ninety days of on portal history, with archiving for three years of all alerts that were reported as critical or high. Easy use with how-to help for fast learning curves for all the admins. API's that will be able to connect to the IPA data warehouse. The value here is the ease of use by all administrators.

**Schedule:**

RFQ will be available for review for two weeks. One week of review of submitted quotes, which will be ranked based on the items above. At which time, the top two or three ranked applications have one week to demo the product and services to the IPA selection team. During the fifth week of this schedule, a selection will be announced, and all submission members will be notified.

RFP – Available 2 weeks

Quote review – 1 week.

Top 2-3 applicants' demo – 1 week

Selection Team Selects – 1 week.

**Pricing:**

All pricing must be clear and direct. We are looking for device pricing by the month to ensure standard ranking across all submitted quotes. Discounting can be listed by year, non-profit, or special events. All future increases for one, three, or five contacts must be listed at the time of bid. Services pricing must be listed as a line item; professional services, if needed for set-up or deployment, must be listed by item with rate per hour and hours required to complete the deployment of the agents and services. Two customer references are required for the top three selected partners.

**Ranking:**

Each bid will be ranked based on this document listed above, the health of the business partner, services for global use, and pricing. Each element will have a value of one unit, and the total number of units will be counted to select the selection of products and services.