

## **REQUEST FOR PROPOSAL (RFP) FOR IT SUPPORT SERVICES- Users**

**May 2025**

**RFP\_ICMCHQ\_CY25\_02a**

## Background

The International Catholic Migration Commission (ICMC) protects and serves uprooted people, including refugees, asylum-seekers, internally displaced people, victims of human trafficking, and migrants — regardless of faith, race, ethnicity or nationality. ICMC is a Swiss-based non-profit organization registered under section 60ff of the Swiss Civil Code. ICMC has offices in 5 countries and enjoys support of its talented workforce working in various locations:

### **Status update on the 6 May 2025 (200 licenses E3)**

Country of Operations	# of Users
Switzerland	44 emails
United States	16 emails
Greece	41 emails
Belgium	7 emails
Turkey/Lebanon	11 emails
Malaysia	2 emails

ICMC is outsourcing its user support services with the intention of signing a one-year, renewable contract(s) with a service provider beginning June 15. The current IT infrastructure is described in Annex 1 to provide context on which these services are provided.

## Scope of Work

### **1. Specific Service Categories**

- 1) Troubleshoot technical issues for:
  - Windows 11 Pro workstations
  - Microsoft 365 applications (including Navision)
  - Other subscription software/applications
- 2) Configure, install, troubleshoot, and inventory new and existing hardware and software when required by users.
- 3) Monitor internet connection for all staff.
- 4) Support VPN connections (FortiClient) through another vendor, and remote access solutions

### **2. Service Requirements**

#### **a) Response Time from Submission by ICMC**

- 1) Critical failures such as mechanical or software problems that impede work<sup>1</sup>: 8 hours maximum response time
- 2) Non-critical failures: Next business day by 5:00PM GMT+2

#### **b) Service Window- if applicable**

- 1) Primary support hours: Monday to Friday, 8:30 AM - 5:00 PM GMT+2
- 2) Extended support hours: 24/7 coverage for critical failures outside of primary support hours

---

<sup>1</sup> e.g. Network/internet connectivity access loss, VPN issues, financial system Navision access loss, black screen for any computer

**c) Service Location**

- 1) remote support, to ICMC users worldwide (including at the HQ)
- 2) onsite service in the Geneva HQ, when required to deliver the specific services listed above to Geneva-based staff

**3. Reporting**

- 1) Tickets and time spent report with each invoice

## Bidder eligibility

This RFP is posted publicly on [ICMC](#) and other websites and may be mailed directly to individuals/firms presumed to meet the following qualifications:

1. Ability to provide services in French and English
2. Local presence within a two-hour radius of Geneva, to enable on-site service delivery
3. Registration with relevant national government (tax or other number required)
4. Not subject to sanctions per [EU](#) guidelines

Direct mailing of this RFP does not in any way prejudice ICMC against consideration of individuals/firms whose bids are based on website postings. All compliant submissions will be reviewed as part of this process.

All bidders must be willing to sign both a non-disclosure agreement (NDA) if successful and a copy of the ICMC Code of Conduct (Annex II).

## Submission of Proposals

1. Content of submissions: RFP respondents must submit a proposal that includes:
  - a) Technical proposal:
    - 1) Individual/Company background and relevant experience
      - Individual/Team to be assigned to the SOW, with qualifications
      - Expertise in Microsoft technologies (Windows Server, M365 including Navision)
      - Certifications (e.g. MS Sharepoint Foundations or Certified Solution Architect, ITIL Foundation) if applicable
      - Business failure insurance coverage if applicable (not required)
    - 2) Proposed support model with detailed service descriptions, and escalation procedures
    - 3) Three client references from organizations of similar scale and technical profile as ICMC worldwide
  - b) Financial proposal: Should be *separate from and exclusive of the technical proposal* and contain:
    - 1) Pricing structure with all potential costs detailed. This should include fixed and ad hoc costs by service category. For assumption standardization across bidders, please use 20 support tickets per month for the Individual User Support category. Quotes should only contain pricing for the Service Category requested in the Technical proposal.

	Unit	Price
Individual User Support	Per service request. Can be differentiated by response complexity if clear distinctions are made.	
Cross-service costs	Bidder description	
Total		

- 2) Bid validity period
  - 3) Payment terms
  - 4) Important service level agreement (SLA) terms, caveats if any. Sample SLAs are welcome.
2. Mechanics of submission: RFP respondents must submit their proposal in two mails with PDF attachments.
    - a) The first should be sent with the Technical Proposal pdf and the subject line “RFP\_ICMCHQ\_CY25\_02a- Technical Proposal”.
    - b) The second should be sent with the Financial Proposal pdf and the subject line referring to “RFP\_ICMCHQ\_CY25\_02a- Financial Proposal”.

Both mails must be sent to [info@icmc.net](mailto:info@icmc.net). Submissions must be in English and received by May 23, 2025, at 5pm UTC+2 (Geneva time) to icmc.net. Late submissions will not be considered.
  3. All information submitted by respondents related to this RFP will be held in strict confidence within ICMC and with related donors.

## Review Process and Standards

1. Factors that ICMC’s Bid Evaluation Committee will consider in evaluating each proposal for services, and the weight that will be assigned to them, include:
  - a) Proposal responsiveness to the Scope of Work (15%)
  - b) Professional credentials of principles (25%)
  - c) Proposed support model appropriateness for ICMC (15%)
  - d) Quality and relevance of references from clients (25%)
  - e) Competitive pricing and clarity of fee structure price (20%)
2. ICMC reserves the right to reject all submissions when in the interest of the Commission.
3. RFP respondents will be notified of the Evaluation Committee decision by June 22, 2025.

*ICMC upholds the highest ethical standards, including management of fraud and bribery violations. Known violations of these standards which are related to this RFP should be reported to [staffcomplaints@icmc.net](mailto:staffcomplaints@icmc.net).*

# Annex 1: ICMC IT ASSETS AND SERVICES INVENTORY

## Office Overview:

Office Location	Number of Staff	Internet Provider as of April 30 2025	Internet Speed	Local IT Staff (Y/N)
Switzerland	44 emails	Cheops Technology	FTTH 1/1Gb/s	no- outsourced
United States	16 emails	Internet provided by Landlord	-	no
Greece	41 emails	Cosmote (including rent)	300/300 Mb	no
Belgium	7 emails	Proximus	2,5/1 Gbps Fiber	yes
Turkey/Lebanon	11 emails	Doruknet	600/600 Mb	yes until 5/30
Malaysia	2 emails	Remote work from home	-	no

## User Devices:

Device Type	Quantity	Operating System
<b>Switzerland</b>		
Microsoft Surface Pro (HQ)	13	Win 10/11
Lenovo X1 (HQ-S.G.)	1	Win 10/11
Printer: RICOH IM C5500	1	Smart
Printer: RICOH IM C2000	1	Smart
Macbook	3	iOS
<b>Greece:</b>		
Multifunction Printer XEROX B205V_NI	1	
HP Color LaserJet Pro M478f-9f PCL-6 (V4)	1	
HP Laser A4 150nw (4ZB95A)	1	
Laptops Dell and HP	7	Win 10/11
<b>Belgium:</b>		
Lenovo Laptops	7	Win 10/11
HP Desktop	1	Win 10/11
Printer, Konica minolta bizhub C3350i	1	
<b>USA:</b>		
MacBook	5	iOS
Microsoft Surface Pro	1	
Printer: Kyocera CS 4053ci copier	1	
<b>Malaysia</b>		
Laptops Dell	2	Win 10/11
<b>Turkey</b>		
Dell laptops	10	Win 10/11
Printer	1	
<b>Lebanon</b>		
Dell laptops	2	Win 10/11

Software Licensing and Tools:

<b>Software/Tool Name</b>	<b>License Type</b>	<b>User Count</b>	<b>Support Needed</b>
Adobe Acrobat Pro	Contract	15	yes
Adobe Acrobat DC	Free	120	no
Adobe Creative	Contract (comms)	2	no
Navision ERP (moving to cloud)	Contract	7	yes
FortClient	Contract	7	yes
Citrix for Finance department	Free	3	on installation
Antivirus (ESET) from Admin dashboard	Contract	120	on installation
ESET PROTECT	Contract	44	yes
TeamViewer	SaaS	120	no
7Zip	Free	7	no
Zoom	Contract	20	no
Office365 E3	Contract	120	training
Google Chrome	Free	120	on installation
Drivers for printers	Free	120	on installation

## ANNEX II: SUPPLIER / SERVICE PROVIDER CODE OF CONDUCT

The [International Catholic Migration Commission \(ICMC\)](#) has committed to the principles of responsible sourcing and we expect our suppliers and service providers to fully follow the applicable contractual obligations to include ICMC terms & conditions, local and relevant/otherwise applicable laws and to adhere to internationally recognized environmental, social, and corporate governance standards. We also expect our suppliers to implement these standards with their suppliers and subcontractors, as inspired by the [United Nations Global Compact initiative](#), the [United Nations Guiding Principles and Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), [ETI Base Code](#), and applicable [ICMC' Policies, Procedures and Standards](#).

### 1) SOCIAL

- Prohibit all forms of harassment, sexual harassment, exploitation and abuse, including sexual exploitation and abuse, and trafficking in persons.<sup>2</sup> All sexual activity with a child, defined as person under the age of 18 years, is considered sexual abuse regardless of local age of consent.
- Have mechanisms in place to actively prevent, address, and respond to harassment, sexual harassment, exploitation and abuse, including sexual exploitation and abuse, and trafficking in persons.
- Support the protection of internationally proclaimed human rights and prohibit forced, bonded, and involuntary labor and child labor.
- Do not recruit or employ children under the age of 15 years. Do not recruit or employ children under 18 years for work that is mentally or physically dangerous or interferes with schooling.
- Treat employees with dignity and respect and supply a workplace that is safe and hygienic, complies with national laws, and is free from discrimination on the basis of race, gender, age, religion, sexuality, culture or disability.
- Provide accessible and confidential reporting mechanisms for employees and other stakeholders to report concerns or suspicions of any forms of harassment, abuse and exploitation described above and potentially unlawful practices by management or employees.
- Commit to protecting reporters or whistleblowers from retaliation.
- Uphold the freedom of association and the right to collective bargaining as set out within applicable laws.
- Ensure wages and working hours meet national legal standards.

### 2) GOVERNANCE

- Abide by all applicable national and international trade laws and regulations including but not limited to antitrust, trade controls, and sanction regimes.
- Consider business integrity as the basis of business relationships.
- Prohibit all types of bribery, corruption, money laundering and terrorism financing
- Forbid gifts to private or public officials that aim to influence business decisions or otherwise encourage them to act contrary to their obligations.
- Respect the privacy and confidential information of all your employees and business

---

<sup>2</sup> Refer to ICMC's Policy to [Prevent and Respond to Sexual Harassment, Exploitation and Abuse](#) for definitions

partners as well as protect data and intellectual property from misuse.

- Have data protection and managements standards in place that address data collection, safeguarding, sanitation and disposal in accordance with applicable laws and regulation.
- Implement a proper Compliance Management policy and procedure, which facilitate compliance with applicable laws, regulations, and standards.
- Keep its independence and disclose any conflict of interest
- Respect the confidentiality of all documents drafted, received or delivered
- 

### 3) ENVIRONMENT

- Follow all applicable environmental, health and safety regulations.
- Promote the safe and environmentally sound development, manufacturing, transport, use and disposal of your products.
- Ensure by using proper management policies and procedures that product quality and safety meet the applicable requirements.
- Protect your employees' and neighbors' life and health, as well as the public at large against hazards inherent in your processes and products.
- Use resources efficiently, apply energy-efficient and environmentally friendly technologies and reduce waste, as well as emissions to air, water, and soil.

Because ICMC is a recipient of numerous grants or contracts provided by governmental, public, and private donors, all suppliers and service providers are hereby notified that other donor-specific compliance measures may be included in the legal instrument through which goods or services are procured.

ICMC reserves the right to conduct due diligence audits or assessments to ensure your compliance and will take reasonable steps to investigate or otherwise take appropriate action to address concerns. ICMC reserves the right to terminate any relationship for non-adherence to the above-mentioned requirements.

Should you have any concerns or suspicions of any forms of harassment, abuse and exploitation described above and in ICMC' Safeguarding Policy, illegal or improper conduct, ICMC requires you to report through [staffcomplaints@icmc.net](mailto:staffcomplaints@icmc.net) .

Ensuring the principles of sustainable development in our supply chain is important to ICMC. We hope that as our partner you show your commitment via compliance with your own code of conduct or company policies that embrace these standards.

In accepting business from ICMC in the form of a purchase order, contract, or agreement, you are implicitly accepting your organization's roles and responsibilities outlined in this document.