Ministry of Transport and Communications

Request for Proposal (RFP) for Cyber Security Awareness Campaign - Edrak (CSQCGN-2018-1)

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Glossary

- MOTC: the Ministry of Transport and Communications of the State of Qatar
1 RFP OVERVIEW

1.1.1 MOTC Overview

Article 18 of the Emiri Decree no (4) for the Year 2016 setting the mandate of Ministry of Transport and Communications (hereinafter referred to as “MOTC”) provides that MOTC has the authority to regulate road and maritime transport activities, to develop and enhance transport services, to study, supervise and follow up the execution of their projects, leading to accomplishing an expansion to the economical motion and serve the national development plan. Also to supervise, regulate and develop the sectors of Information and Communications Technology (hereinafter “ICT”) in the State of Qatar in a manner consistent with the requirements of national development goals, with the objectives to create an environment suitable for fair competition, support the development and stimulate investment in these sectors; to secure and raise efficiency of information and technological infrastructure; to implement and supervise e-government programs; and to promote community awareness of the importance of ICT to improve individual’s life and community and build knowledge-based society and digital economy.

1.2 LEGAL

1.2.1 The Services

The general nature of the Services to be rendered by the Service Provider is set out in Chapter 3 of this RFP. Bidders are invited to refine and/or supplement the contents of Chapter 3 within the guidelines set out in this RFP and are required to submit, as part of their Proposal, a proposed definitive Scope of Work for the Services which will form Schedule 1 of the Agreement to be entered into between Ministry of Transport and Communications and the Successful Bidder.

1.2.2 Laws and Regulations

The Bidders [Service Provider] shall comply with the laws of the State of Qatar at all times. The Bidder shall make itself fully aware of, and shall take account within its Proposal the impact of, compliance with all such laws. The Agreement shall be governed by and construed in accordance with the laws of the State of Qatar.

1.2.3 Permits and Licenses

The Bidders [Service Provider] shall be responsible for applying for and obtaining all permits and licenses necessary to provide the Services under the Agreement. The Bidder shall satisfy itself as to the procedures and time frames required for such consents and licenses. It is
emphasized that the responsibility for identifying and obtaining the consents and licenses rests solely with the Bidder and the Service Provider.

1.2.4 Disclaimer

The information presented in this RFP is furnished solely for the purpose of assisting prospective Bidders in making their own evaluation of the Project and does not purport to be all-inclusive or to contain all the information that prospective Bidders may require. Prospective Bidders should make their own investigations, projections and conclusions and consult their own advisers to verify independently the information contained in this RFP, and to obtain any additional information that they may require, prior to submitting a Proposal. No member of MOTC nor any of their respective advisors and consultants makes any representation or warranty as to the completeness of this RFP nor have they any liability for any representations (express or implied) contained in, or omitted from this RFP.

1.3 BUSINESS OBJECTIVES

QCERT Department is one of the main sectors in the Ministry of Transport and Communications (MoTC). It provides 15 different services in the Cyber Security Sector for various critical infrastructure industries: financial, energy, government, and others.

The Training and Awareness Section is one important pillar in this department as it plays an important role in the training and awareness area including but not limited to the following:

- Produce publications covering news and topics in the cyber security sector.
- Arrange for technical training workshops in cyber security for the various industry sectors.
- Conducting cyber security awareness initiatives and campaigns

Training and Awareness Section sees a great need to help build cyber security awareness in various sectors - financial, energy, government, and others- across Qatar. The aim of Edrak campaign is to **develop corporate cyber security awareness** as its one major component and objective amongst the five different pillars of the National Cyber Security Strategy. The team plans to achieve this through a comprehensive awareness campaign that targets all non-technical users in the government and critical infrastructure organizations across the country.

1.4 SCOPE OF WORK (SOW)

The Training and Awareness Section, under the Cyber Security Department, under the Ministry of Transport and Communications (MOTC) in Qatar - (www.motc.gov.qa) would like the bidder to deliver a technical proposal to show their expertise in delivering training workshops in the cyber security arena. The SOW shall cover the following:

1. Provide a comprehensive bilingual (Arabic and English) cyber security corporate awareness campaign for government entities and critical infrastructure organizations.
2. Deliver interactive awareness workshops in both English and Arabic to a wide range of non-technical audience in the corporate environment.
3. Present up to date content in the area of cyber security corporate awareness
4. Deliver the awareness messages in a manner that makes it easy for non-technical users to comprehend by using examples, metaphors and illustrating points with stories and case studies.
5. Constantly update content with latest knowledge in the field.

1.5 APPROACH AND TIMEFRAMES

The bidder is expected to deliver a detailed Statement of Work that they will ensure adequate coverage of the scope of work identified in section 1.4 above. They will identify specific project deliverables along with the approach on how they intend to achieve the same, highlighting assumptions, dependencies and risks if any.

They will also recommended to provide, along with the proposal, to provide a list of organizations that they have provided cyber security awareness campaigns and sessions to.
2 RFP TECHNICAL REQUIREMENTS

2.1 LANGUAGE SUPPORT

The trainers have to fluently speak both English and Arabic, and be able to deliver the material in both languages at the same level of fluency.

2.2 TEACHING METHODOLOGY

Cyber security awareness initiatives should be interactive and conveys complex terms for non-technical users in a simplified manner. This can involve many activities such as workshops, along with stories to illustrate points, and questions and answers sessions. Awareness initiatives should also include creatively produced videos to illustrate points and topics. Other teaching aids are also required such as publications and giveaways that help explain and emphasis the delivered messages.

Cyber Security Topics:

Cyber security topics and points of discussions to be covered throughout the material development cycle should include ‘not limited’ to the following:

- Social networking (Facebook, chatting, picture sharing...)
- Social engineering (tailgating, IT Department calls, etc.)
- Reputation Management (Digital Identity, permanent nature of information...)
- Internet / games addiction (game playing addiction, addiction prevention tips...)
- Cyber bullying
- Intellectual Property (piracy, download requirements, music, movies....)
- Netiquette (cyber ethics ➔ when texting, when chatting...)
- Private security, Identity Theft and Protection Techniques (fraud, online shopping, online payment...)
- Mobile safety (while driving, spreading rumors, WhatsApp, etc.....)
- Inappropriate content (recognizing, reporting, developing skills of choice, commercial spam, blockers, parental control...)
- Incident handling (what to do, how to handle, who to report to, etc.)
- Viruses, malware and scams (firewalls, hacking, technical security topics)
- Authentication of resources (skills to recognize and evaluate online quality and authentic resources and websites...)
- Authentication methods
- Phishing Scams (vishing calls, phishing emails, etc...)
Those key topics are grouped into themes by Q-CERT on which each theme consists of a set of topics. Vendors may be asked to work according to that order.

2.3 KNOWLEDGE TRANSFER AND ON THE JOB SHADOWING

- Develop a plan for shadow management and on-job knowledge transfer.

2.4 SERVICE LEVEL AGREEMENT

- The necessary metrics along with the agreed service level for delivering the cyber security awareness initiatives and workshops will be defined in the contract agreement.
- The bidder shall submit a weekly or monthly report as specified by Q-CERT on the research conducted to enrich the training material and suggest ideas of new areas to discuss and include during awareness initiatives and workshops.
- The report shall be considered as a key document for processing the monthly invoices.

2.5 EXPERIENCE IN QATAR

The bidding vendor must have a local portfolio in delivering cyber security awareness initiatives for grand corporates and organizations in Qatar. The vendor must also be specialized in cyber security awareness.

2.6 MEASURES OF SUCCESS

A. Measures of Cyber Security Awareness Campaign Success
The bidding vendor must illustrate pre, during and post measures to assist the awareness initiatives encapsulated in the Cyber Security Awareness Campaign that will be publicized on a national level. Those assessments may include, and are not limited to: diagnostic tests, phishing tests, surveys and focus groups.

B. Measures of Q-CERT and Vendor Collaboration Success
The awarded vendor’s success in this collaboration will be assessed through several measures such as and not limited to:
- The project development cycle
- Proper and professional communication
- Adaptability and change management
- Creativity
2.7 TARGETED AUDIENCE SEGMENTATION

As there is no one-size-fits-all in cyber security awareness. The vendor will be asked to segment the targeted non-technical audience upon commence of the cyber security awareness initiatives and tailoring the messages to best suit each segment.
3 GENERAL REQUIREMENTS

3.1 GENERAL REQUIREMENTS

1. The trainers are to be based in the MENA region, and preferably in Doha, State of Qatar.

2. Only qualified resources, having specific domain expertise must be proposed;

3. MOTC shall have the right to ask for replacement of trainers working / delivering the project if they are not satisfied with their performance.

4. Bidders shall use licensed software to develop the material and provide MOTC with the necessary software licenses as part of the project.

5. All material developed by the Bidder within the scope of this project shall remain the property of MOTC and they alone shall own all the related copyrights.

6. The bidder shall be responsible of making arrangements to make sure delivery as per schedule including logistics, visa, and accommodation.

7. The bidder must provide an execution plan for running and managing the cyber security awareness campaign.

8. The selected vendor may be asked to provide a 1-hour awareness session prior to final awarding.

9. The entire cyber security awareness campaign must be branded for Q-CERT and for any other specific branding guidelines that Q-CERT specified.

3.2 COMPLIANCE REQUIREMENTS

One of the factors for a successful project is to ensure compliance to established best practices and standards. All bidders must comply with the nature of the Arab society. Content must be tailored to meet the Arab culture needs.

Pictures or videos showing words or people dressed inappropriately are not acceptable to be used part of the training material.

Bidding vendors are asked to reference the standards that are used in their work to develop cyber security awareness material and campaigns.

MOTC adheres to the following policies and standards, issued by Ministry of Transport and Communications (MOTC) and based upon internationally recognized best practices.
1. National Information Assurance Policy (MOTC)
2. Government Website and e-Services Framework

All vendors / consortiums bidding for this project shall ensure compliance with the above policies and standards. Further, they will also ensure compliance with the relevant Qatari laws that may be in force at the time of submitting their bids.

A copy of NIA Policy is available on MOTC’s public website. Copies of other policies as applicable will be provided with the RFP on the e-Bid portal by the Project Manager. Vendors are hereby notified that compliance to these policies and standards and laws shall be part of the evaluation criterion during the bid evaluation phase. Furthermore, the vendor will be required to submit a compliance certificate as part of the acceptance test during project closure.

MOTC shall have the right to assess and verify the compliance status internally or through a third party auditor within a period of one (1) year starting from the date of project acceptance. The cost of such an assessment shall be borne by MOTC. However, any non-conformance highlighted in the assessment will have to be fixed by the vendor at no extra cost to MOTC.
4 PROJECT MANAGEMENT REQUIREMENTS

All Bidder teams are required to familiarize themselves with the policies and processes for project management in MOTC. This is possible by making contact with the MOTC PMO where the appropriate material will be made available.

4.1 PROJECT PLANS

1. For the purposes of responding to this RFP the supplier must provide a high level project plan. The plan must be comprehensive enough in scope and detail to convey the supplier’s ability to manage this project as specified in this RFP.

2. The bidder must stress work quality and how quality is ensured in all aspects of the project. The supplier must indicate in his plan how the status and visibility of project progress will be monitored. Suppliers must describe their approach to project management during the implementation and operational phases as well as managing and coordinating different phases and activities of the project.

3. As part of the overall project the Bidder shall establish a project control office that shall perform at least the following:
   - Maintain a summarized program schedule of key high-level activities in a suitable graphical form
   - Update the master schedule to reflect activity completion and schedule changes
   - Maintain detailed schedules for major activities such as site preparation, hardware installation, testing and training
   - Project will be monitored and reported within the established EPM system at MOTC.

4.2 PROJECT APPROACH

Bidder must describe the approach used for delivering the project.

4.3 PROJECT SCHEDULING PLAN

The Bidder shall submit a master schedule, based on a work breakdown structure for defining and controlling the project. The project control office of the Bidder shall maintain the master schedule using the implemented EPM system at MOTC.
The latest revision of the master schedule shall be used as the source of schedule data for developing all lower level subsidiary or supporting schedules and shall be used as the basis for all resource estimating and forecasting activities. The master schedule will also be used by the Company to monitor project milestones contained in the proposal. MOTC reserves the right to approve or request changes to the Bidder’s schedules.

4.4 PROJECT ORGANIZATION PLAN

The Bidder shall provide an organization and staffing plan that includes the organization for the management and execution of the project. Functions and responsibilities of each department or group shall be detailed. Interfaces between departments, sections or groups, and between the Bidder and MOTC shall be portrayed and explained, as well as the practices and procedures that will govern the control and execution of the work by these departments, sections or groups.

The Bidder shall submit staffing or manpower allocation details in accordance with the project organization plan. Phase-in of the staff at various stages of the project shall be clearly shown, in addition to the amount of office space required during each stage. The Bidder shall include in the proposal, the job description of each staff position. Resumes of staff intended to participate in the project are to be submitted within thirty (30) days of contract signature by the successful Bidder. MOTC reserves the right to accept or reject any of the Bidder’s staff.

4.5 PROJECT ISSUES & RISK MANAGEMENT PLAN

Bidder shall describe their approach to managing risk and issues on the project. The processes and procedures used for managing issues & Risks should align with MOTC PMO where appropriate. The logging and tracking of issues and risks will be done using MOTC IS Risk Management Framework, Enterprise Project Management or other equivalent mechanisms implemented in MOTC.

4.6 PROJECT COMMUNICATIONS MANAGEMENT PLAN

Bidder must describe how project communications will be managed making reference to project status reporting and other communications events.

4.7 PROJECT QUALITY MANAGEMENT

The Bidder shall establish a complete Quality control program according to best practices to assure the requirements of the SOW are provided as specified. A copy of the Bidders Quality control program shall be provided to the client as part of the Bid where an updated [customized] copy must be provided on project start date [project initiation session with
client] and as changes arise throughout the project life cycle. The program will include, but not be limited to the following:

- An evaluation system covering all the services stated in the SOW. It must specify areas to be examined on either a scheduled or unscheduled basis and the individuals who will do the examination.
- A method of identifying deficiencies in the quality of services performed before the level of performance is unacceptable.
- A folder of all examinations conducted by the Bidder and the corrective action taken. [These records shall be made available to MOTC/Client during a predetermined interval during project lifecycle].

The program shall include a cost analysis for the life of the proposed operations; expenditure itemization pertinent to detailed test plan that includes procedures and test reports.

The Bidder shall insure that individuals appointed to measure quality (conformance to SOW) report directly to the Project Manager according to the Project Management Governance scheme, have an independent status and at least equal in numbers to other executing groups on the project team.

4.8 REPORTING PLAN

The Bidder’s proposal shall include a reporting plan. The reporting plan shall outline the types of reports that will be used by the Bidder to report project status; these include but are not limited to:

- Executive summary reports
- Weekly Reports
- Monthly reports
- Change and variance reports
- Compliance Report

The reporting plan should also indicate the frequency and content of each report.

4.9 PROJECT PERSONNEL

MOTC requires that the operations comprises of a minimum Two Sr. Training Specialists who will work under the direction of the Training and Awareness Section Head.
Resources must have demonstrated effective oral and written communications skills in English. Knowledge of Arabic is desirable. The team will be located on-site at MOTC in Doha, Qatar.
5 PRICING REQUIREMENTS

The Bidder’s tendered pricing for provision of the Services pursuant to the terms of the Agreement must be presented in detail and must be broken out to include the following costs. The Bidder must depict each of the following cost categories for each phase outlined. Such as the table below.

<table>
<thead>
<tr>
<th>Seniority Level</th>
<th>Qualifications</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniority level 1</td>
<td>At least 10 years of experience, “as per Appendix Qualifications”</td>
<td>To be provided by bidder</td>
</tr>
<tr>
<td>Seniority level 2</td>
<td>At least 8 years’ experience, “as per Appendix Qualifications”</td>
<td>To be provided by bidder</td>
</tr>
</tbody>
</table>

Guidelines

- Operations will be charged on 100% of the available working days within a month.
- When National or Religious holidays or absence of the resource (without a backfill being put in place) for personal reasons occur, no charge for these days will apply.
- The notice period shall be at least 30 days for releasing resources.
- The rates provided are MONTHLY Rates. Monthly invoice will be generated based on the actual number of working days in the month.
- Although the engagement should be for 2 years and its highly recommended that the same operational staff are not changed throughout this duration, but in the case of replacements, the bidder shall provide a replacement for the deployed operational resource if his/her leave exceeds 3 weeks.

In addition to providing costs per phase, the Bidder must provide MOTC with the total cost for providing the Services for its tendered Proposal. Such total cost shall be expressed as a single, all-inclusive lump sum amount, expressed in QR (Qatari Riyal) inclusive of all taxes, deductions and Expenses of any kind. The Bidder may amend the tendered cost for its Proposal only with the written consent of MOTC.
6 SELECTION PROCESS

6.1 SELECTION CRITERIA

A review and evaluation of Proposals submitted will be the sole basis for the selection of the Bidder judged to be the best qualified to act as the Service Provider. The Proposals will be assessed against the following criteria:

- Listing of all deliverables and milestones (the “Scope of Work”)
- Operations management plan, approach and methodology
- Technical Qualifications and experience of the proposed project team
- Company profile (e.g., footprint, financial stability, number of employees with relevant experience) and experience with similar engagements
- Price: MOTC will select the Successful Bidder in its sole discretion, and is not necessarily bound to accept the lowest priced, or any, Proposal
- Change requests for the applicable Service Agreement.

6.2 EVALUATION

Upon receipt, MOTC’s Tender Committee will evaluate the Proposals. MOTC’s Tender Committee may determine, in its sole discretion that in certain cases, particular risks/conflicts/litigation/regulatory matters or any deficiency or failure to comply with the requirements of the RFP disqualifies a Bidder’s Proposal from further consideration. Following the qualitative evaluation, MOTC will begin negotiating with the preferred Bidders. Negotiations with subsequent Bidders will begin if terms cannot be reached with the initially preferred Bidder or if such Bidder amends, modifies or withdraws any particular aspect of its Proposal without the consent of MOTC.

6.3 CONTRACT NEGOTIATION

MOTC plans to hold a committee review for the Proposals and for the final contract award. MOTC may select some or all of the Bidders for individual Proposal presentations and negotiations. If MOTC is unable to reach acceptable terms with the highest ranked Bidder, MOTC may seek to reach acceptable terms with the next highest ranked Bidder.

6.4 CONTRACT AWARD

If MOTC accepts the preferred Bidder’s Proposal as delivered, or if MOTC and the preferred Bidder reach full agreement on the terms and conditions of the Agreement and the Bidder has delivered two (2) duly executed copies of the Agreement, having initialed each
page thereof, then such Bidder may be designated the “Successful Bidder”. MOTC will notify the Successful Bidder by facsimile and confirm by registered mail that its Proposal (as may have been amended by negotiation and agreement of the parties) has been accepted (the “Notification of Award”) and MOTC will proceed to execute such copies of the Agreement as delivered by the Successful Bidder. The date of MOTC execution of the Agreement shall be the “Commencement Date” there under. Upon receipt of the Notification of Award, the Successful Bidder shall immediately proceed with all necessary activities and satisfy all conditions so that no delay occurs and that the requirements of the Project schedule are satisfied.

The Successful Bidder shall be responsible for any costs or expenses incurred by it in the negotiation and execution of the Agreement and in the preparation of originals and copies thereof. MOTC shall not be under any obligation to reimburse the Successful Bidder for any such costs or expenses.
7 ADMINISTRATIVE INFORMATION AND REQUIREMENTS

7.1 TIMETABLE

All Proposals must be received no later than **12 February 2018 at 02:00PM Doha Local Time**. Proposal shall be submitted through MOTC eTendering Portal [https://tender.www.gov.qa](https://tender.www.gov.qa) Proposals submitted after this time will not be accepted by the e-Tendering Portal. Proposals delivered to a location other than that specified above will not constitute a receipt. It is the Bidder’s sole responsibility to ensure that Proposals are received by the specified time. A list of major milestones along with preferred due date is given hereafter:

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invitation to Bid Sent Out to Bidders</td>
<td>16 January 2018</td>
</tr>
<tr>
<td>Acknowledge Receipt</td>
<td>18 January 2018</td>
</tr>
<tr>
<td>Questions and Clarification Period Ending (at 12:00PM)</td>
<td>21 January 2018</td>
</tr>
<tr>
<td>Proposal Delivery Due Date (at 12:00PM)</td>
<td>12 February 2018</td>
</tr>
<tr>
<td>Proposal Presentation Dates (subject to invitation and only if required)</td>
<td>18 February 2018</td>
</tr>
<tr>
<td>Notification of Award (Indicative)</td>
<td>18 March 2018</td>
</tr>
</tbody>
</table>

7.2 REQUEST FOR INFORMATION AND CONTACTS

Any questions from the Bidders concerning this RFP shall be submitted to the MOTC Tender Committee online via the eTendering Portal. The Questions and Clarification Period ends on **21 January 2018**

Any contact by a Bidder with any MOTC staff member subsequent to issuance of the RFP and before ranking of the Proposals and selection by the MOTC Tender Committee regarding the RFP can be grounds for disqualification.

7.3 Responses to Inquiries

MOTC will issue responses to inquiries and any other corrections or amendments it deems necessary, in written addenda issued before the Proposal’s due date. Bidders shall not rely on any statements or explanations other than those made in this RFP or in any addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.
8 FORMAT OF PROPOSALS

8.1 GUIDELINES

To ease review and evaluation, it is essential that Proposals are presented with the following information in the following sequence and in English language.

It is recommended that the bidder requests for a detailed workshop during the clarification phase with the team, to get a quick understanding of the ground situation in terms of what is current situation, what is available and what to propose.

8.1.1 Project Definition and Scope of Work

Bidders must provide a statement of understanding of the overall scope of the project and an overall description of the Bidder’s role and responsibilities concisely stating the extent and nature and schedule of the Services to be provided and including a listing of all deliverables and milestones (the “Scope of Work”). Bidders shall take note that the Scope of Work, once agreed with MOTC, shall form part of the Agreement as Schedule 1.

8.1.2 Project Methodology

Please provide a detailed project plan with planned staffing levels per project phase (e.g., as a percentage of available capacity). The proposed solution shall include any functional rationale and the technical approach/methodology adopted. An organization chart shall depict the suggested project structure as well as interfaces and liaisons to MOTC project team.

8.1.3 Compliance Matrix

Please provide a compliance matrix for each and every items / service requested in the RFP with a clear response (Yes Comply, No Do Not Comply, Partial Compliance). It is assumed that the bidder’s price includes all the items where the bidder has complied with the requirement.

8.1.4 Company Profile

Introduce the firm’s organization using the Company Information Table as shown below and add any additional valuable facts (e.g., parent, age, size, number of customers, offices). Please include an ownership structure and an overview of the firm’s organizational structure with special regard to its footprint in the Middle East.
<table>
<thead>
<tr>
<th>Data Category</th>
<th>2013</th>
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<th>2015</th>
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<tr>
<td>Number of Employees</td>
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<td>Globally</td>
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<td>GCC* Countries</td>
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<td>Qatar</td>
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*Gulf Cooperation Council

Provide a list of customer references specific to the provision of similar projects and services.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Project Name</th>
<th>Client Information</th>
<th>Client Contact</th>
<th>Project Description</th>
<th>Situational Information</th>
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<tr>
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<td>Name</td>
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<td>Sector (Public/Private)</td>
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8.1.5 Information About Individuals and Access to Firm Resources

Provide the name, title, office location, phone number, and fax number of the individual who will serve as the primary contact for MOTC. Provide relevant credentials and qualifications for the primary person. Describe the project team and provide detailed resumes indicating the participation within the customer references defined above (2 pages per primary individual, one page for others.). Discuss the availability to MOTC of all such personnel. Note that all services must at the request of MOTC be provided within MOTC premises.

<table>
<thead>
<tr>
<th>Name</th>
<th>Education</th>
<th>Age</th>
<th>Employment History</th>
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<tr>
<td>Relevant Experience in Cyber Security Training &amp; Awareness</td>
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8.1.6 Compensation

The Bidder must detail the compensation to be earned for due performance of the Scope of Work, including a breakdown per phase, according to Chapter 2 as part of the financial proposal. All provisional costs not included in the lump sum price or outside of the base Scope of Work must be indicated separately.

8.1.7 Change request for Service Agreement Draft

The Bidder must detail any change requests for the Service Agreement Draft (see appendix) that he deems necessary to be able to render the services. The change request list is part of the financial proposal.

8.1.8 RFP Duration

The Bidder must clearly note that its Proposal is valid for a 90-day period from the last date of submission.

8.1.9 Other Information

The Bidder must provide any additional information that the Bidder believes would assist MOTC in evaluating the Proposal. Summarize the reasons that the Bidder is best suited to serve as the Service Provider. Discuss the Bidder’s unique attributes and the individuals assigned to the project. Be specific and relate this discussion to how MOTC will benefit from the involvement of the Bidder (2 pages). Please refrain from adding supplementary company information to the Proposal as the information will be excluded from the evaluation process. All Proposals must be prepared and submitted in accordance with the instructions provided in this RFP. Each Proposal received will be reviewed to determine if the Proposal is responsive to the submission requirements outlined in the RFP. A responsive Proposal is one that follows RFP requirements, includes all documentation, is submitted in the format outlined in the RFP, is of timely submission, and has appropriate signatures as required on each document. Failure to comply with these requirements may deem the Bidder’s Proposal no responsive.

8.2 PROPOSAL DELIVERY

The financial proposal (as outlined in Chapter 5) shall be submitted separately online on the eTendering Portal. The file should be clearly marked “FINANCIAL PROPOSAL for Cyber Security Awareness Campaign Edrak”

The Technical Proposal shall not contain any parts of the financial proposal and shall include the Bidder’s Scope of Work and the operational team profiles. The file shall be
submitted separately online on the eTendering portal. The file should be clearly marked “TECHNICAL PROPOSAL for Cyber Security Awareness Campaign Edrak”

No additional copies are to be submitted unless specifically requested by the MOTC representative.

8.3 PROPOSAL PRESENTATION

If necessary, MOTC might request Bidders for a formal presentation of their Proposal to the Tender Committee. In such case, MOTC will plan to inform the Bidder on to participate in a Proposal Presentation on **December 21, 2017 at 12:00PM**

8.4 CONDITION STATEMENT AND OFFICER’S SIGNATURE

The Proposal must be signed by an officer of the Bidder who is legally authorized to enter into a contractual relationship in the name of the Bidder with MOTC. The following statement shall be repeated in the Bidder’s Proposal and signed by such officer:

“[Bidder] agrees to abide by all conditions of this RFP and certify that all information provided in this Proposal is true and correct, that the undersigned is authorized to sign this Proposal on behalf of [Bidder], that [Bidder] is in compliance with all requirements of this RFP, and that [Bidder] will immediately notify MOTC if any conflict of interest or litigation event or any other event which would materially affect the Bidder’s ability to perform the Services occurs following selection of [Bidder] as the Service Provider for the Project.”
9 ESSENTIAL TERMS AND CONDITIONS

9.1 MOTC RIGHTS

MOTC may, at its sole and absolute discretion, reject any and all or parts of any or all Proposals; re-advertise this RFP; postpone or cancel at any time this RFP process; or waive any irregularities in the RFP or in the Proposals received as a result of this RFP.

9.2 PROPOSAL EXPENSES

All expenses involved with preparing and submitting Proposals to MOTC, or any work performed in connection therewith, shall be borne by the Bidder. No payment will be made for any Proposals received, for any other effort required of or made, or for any expense incurred by the Bidder before commencement of Services, which shall commence upon execution of the Agreement by both the Successful Bidder and MOTC.

9.3 FORMAL AGREEMENT

This RFP and the Proposal of the Successful Bidder will constitute the basis of the negotiations for the Agreement. Notwithstanding, MOTC’s right to request modifications and or further negotiations concerning any aspect of the Proposal, the Proposal as submitted (or as may be subsequently amended by agreement of Bidder and MOTC) shall constitute an offer capable of acceptance by MOTC by communication of a Notice of Award, at which point Bidder shall be obliged to deliver executed copies of the Agreement in accordance with Chapter 4.4.

9.4 GOVERNING LAWS

By submitting a Proposal, the Bidder agrees that the Agreement shall be governed by the laws of the State of Qatar.

9.5 SUFICIENCY OF PROPOSAL

The Bidder is responsible for carefully examining all RFP documents including any and all updates or revisions thereto made or announced by MOTC prior to the deadline for submission of Proposals to ensure that the information provided is adequate and clearly understood and that all RFP documents have been received.

The Bidder shall make its own interpretation of any and all information provided in this RFP and shall obtain and verify all necessary data and information including informing itself with respect to all conditions which might in any way affect the cost or the performance of the Services. No relief or consideration will be given for errors and/or
omissions contained in this RFP and neither MOTC nor any other member of MOTC (as defined in the Agreement) nor any of their respective advisors or consultants is responsible for the accuracy or completeness of such information and/or its interpretation by Bidders. In no event whatsoever will any member of the MOTC or any of their respective advisors or consultants be liable to Bidders for any information contained in or omitted from this RFP.

Without prejudice to the above, in the event of an inconsistency discovered by a Bidder (who shall be obliged to notify its discovery immediately to MOTC) or by MOTC in the RFP, MOTC shall be entitled, in its absolute discretion, to resolve such inconsistency and to issue details of such resolution to all Bidders by way of notice in this RFP. Any failure or delay by MOTC to issue such a notice shall not entitle any Bidder to any relief or consideration or create any liability between MOTC and any Bidder.

The failure or neglect of the Bidder to carry out these verifications and investigations shall not absolve the Bidder from any of its obligations under the requirements of this RFP or the Agreement subsequently executed with the Successful Bidder.

No relief or consideration will be given for errors and omissions contained in this RFP. No action of MOTC shall amount to an approval of the contents of the relevant Proposal or acceptance of its suitability for the Project. The Agreement, once executed, shall constitute the entire agreement between MOTC and the Bidder in relation to the provision of the Services.