

Cyber, Brand And Infrastructure Threat Monitoring

Request for Proposal

Table of Contents

Table of Contents	1
Evaluation of the Proposals	3
Technical Bid Evaluation Process	3
Commercial Bid Evaluation Process	4
Scope of Work	4
Formats for submitting Technical Proposal	4

Evaluation of the Proposals

Sharjah Chamber will evaluate only those proposals, which meet the eligibility criteria as well as complete and responsive in all respects, for comparison and final selection.

The evaluation criteria for selection shall be based on the requirements of Sharjah Chamber, the delivery & installation schedule of the vendor and customer feedback on products and services of the vendor.

Also, sufficient expertise and experience of the vendors during the last three years in carrying out similar assignments for other companies and the eligibility criteria as given in the RFP will be part of the evaluation criteria.

Bidder shall be entrusted with end-to-end responsibility for the services provided for Cyber Threat Intelligence and Brand Monitoring as mentioned under the scope of this RFP.

The Sharjah Chamber has adopted a two-bid process in which the bidder has to submit (1) Technical Bid and (2) Commercial Bid separately within the stipulated time.

As part of the technical bid, the bidder is also required to submit the details as per Scope of Work

The Sharjah Chamber shall evaluate the Technical Bids initially and based on Technical Bid evaluation, shall undertake Commercial Bid evaluation of the technically qualified proposals only.

The evaluation by Sharjah Chamber will be undertaken by a Committee of Officials formed by Sharjah Chamber and its decision is final.

Technical Bid Evaluation Process

The proposal submitted by the Bidders shall be evaluated on technical grounds covering various components of the project as follows:

- Compliance to the scope of work
- Delivery and implementation of the products & services proposed
- On-going Maintenance and Support Services of the vendor
- Vendor's Company Profile

Commercial Bid Evaluation Process

The Bids which are “Technically Qualified” will only be considered for Commercial Bid evaluation.

Sharjah chambers shall scrutinize the commercial bids and normalize the same, if found necessary, before comparing the bids.

Scope of Work

Please refer to the enclosed **Scope of Work - Sharjah Chamber** for the scope of work.

Formats for submitting Technical Proposal

The proposer is required to set out clearly all the information considered necessary for an accurate evaluation of the proposal.

Technical proposal should cover the following:

1. Company Profile and Experience
2. Compliance Matrix in accordance with the scope of work document
3. Overall Technical Solution Overview
 - a. SaaS Platform Overview
 - b. SaaS Platform's Component Overview
 - c. Platform and Support Training
 - d. Support and Customer Service
 - e. Project Management - Project Plan and Execution
4. Details of reference customers (similar engagements)