

# Request for proposals:

## IT infrastructure and endpoint solution

### About Afrobarometer

Afrobarometer (AB) is a pan-African, nonpartisan, nonprofit research network that tracks political, economic, and social conditions in Africa. Guided by the vision that African societies thrive when African voices count in public policy and development, Afrobarometer provides high-quality data and analysis on citizens' evaluations and experiences of democratic governance and quality of life. Afrobarometer (AB) is a trusted source of high-quality data and analysis on what Africans are thinking. With an unmatched track record of more than 385,000+ interviews in 42 countries, representing the views of more than three-fourths of the African population, AB is leading the charge to bridge the continent's data gap. This data is provided as a public benefit and is freely available to policymakers, policy advocates, civil society organizations, academics, news media, donors and investors, and ordinary Africans.

### Introduction

Afrobarometer is seeking proposals from reputable and experienced vendors to provide IT infrastructure and endpoint solutions for its devices and new office, to meet the following objectives:

1. **Modernized IT Infrastructure:** Ensure state of the art IT hardware and software solutions to support AB work.
2. **Enhanced Security Posture:** Strengthen the overall security of Afrobarometer's network infrastructure.
3. **Streamlined Endpoint Management:** Optimize workflows related to the management of endpoints, ensuring efficiency and effectiveness.
4. **Proactive Threat Mitigation:** Implement solutions that can proactively identify and counter potential cyber threats to safeguard our organization's sensitive information.

### Scope of work

The successful vendor will be tasked with providing an IT infrastructure and endpoint solutions tailored to Afrobarometer's distinct requirements within its new office space and across its network

#### 1. IT Infrastructure:

- Conducting a comprehensive assessment of Afrobarometer's existing IT infrastructure and endpoints.
- Designing and implementing a robust IT infrastructure solution, including servers,

networking equipment, access control, intrusion alert systems, conference and storage solutions etc.

- Ensuring compatibility with existing systems and the ability to scale for future needs.
- Implementing robust security measures to protect Afrobarometer's data and network.

## **2. Endpoint Security Enhancement:**

- Implementation of robust antivirus and anti-malware defenses to safeguard against evolving cyber threats.
- Configuration and management of firewalls to control network traffic and enforce stringent security protocols.
- Deployment of intrusion detection and prevention systems to promptly identify and counter potential security breaches.
- Integration of encryption protocols to protect sensitive data both in transit and at rest.
- Centralized Disk encryption management with TPM support.
- Ensuring compliance with industry standards and regulations relevant to endpoint security.

## **3. Streamlined Endpoint Management:**

- Provision of a centralized endpoint management console for efficient monitoring and control of all endpoint devices.
- Include functionalities such as application installation control, USB deactivation, etc.
- Ensure timely deployment of patches and software updates to mitigate vulnerabilities and maintain robust security.
- Implement configuration management tools to ensure compliance with security standards and protocols.
- Maintain an updated inventory of endpoint devices for effective management and oversight.
- Restrict data storage to Google drive on all devices (Laptops, Pcs, Tablets, phones).
- Disable HDD for any data storage.

## **4. Comprehensive Reporting and Analytics:**

- Provide real-time monitoring capabilities coupled with customizable reporting

- functionalities for swift response to security events.
- Generate detailed reports to facilitate compliance assessments and support security audits.
- Analyze security incidents to identify trends and patterns for proactive threat mitigation strategies.
- Provide a detailed report on IT devices, user trend analysis and use cases.

#### **5. Support and Training:**

- Ongoing technical support and maintenance services to ensure the optimal performance of the implemented solutions.
- Tailored training programs to empower Afrobarometer's IT staff in proficiently managing and utilizing the IT systems and solutions.

### **Desired deployment mode**

Afrobarometer emphasizes a seamless and user-friendly deployment of the selected vendor's proposed solution. The solutions would be deployed in 3 phases with each phase interconnected to deliver exceptional IT systems/solutions to AB. The vendor would deliver a holistic approach to ensure these phases integrate seamlessly. The deployment aspects Afrobarometer values are outlined below:

#### **Phase 1:**

##### **Endpoint Management Solution**

###### **1. Effortless Deployment for Access Roaming:**

- The solution should provide effortless and efficient deployment capabilities for access roaming scenarios.
- Ensure secure access for devices moving between different networks or locations without compromising security.

###### **2. Mobile Device Management (MDM) and BYOD Integration:**

- Seamlessly integrate Mobile Device Management (MDM) and bring-your-own-device (BYOD) functionalities into the solution.
- Enable simplified enrollment, configuration, and management of diverse mobile devices accessing Afrobarometer's network.

#### **Phase 2**

##### **Endpoint Security Solution**

### **1. Security Policy Enforcement:**

- Emphasize the ability to enforce security policies consistently across various mobile devices and access points.
- Enable remote management of configurations and application of updates to ensure security compliance.
- Enhanced security and oversight of BYOD devices

## **Phase 3**

### **IT Infrastructure.**

The vendor would be responsible for evaluating, designing and providing a comprehensive IT hardware and software solutions that form the bases of a robust IT system. The overall solution should seamlessly integrate with the endpoint solutions.

#### **1. Deployment Mode:**

- Afrobarometer is willing to explore hybrid deployment models that combine aspects of both cloud-based and on-premises solutions. Vendors proposing a hybrid approach should clearly outline the integration strategy, data synchronization processes, and any additional considerations for maintaining a seamless and secure IT infrastructure.

#### **2. Flexibility and Scalability:**

- Afrobarometer emphasizes the importance of flexibility and scalability. The proposed solution should be adaptable to accommodate future growth, technological advancements, and changing organizational needs.

## **Proposal requirements**

Interested vendors should present detailed proposals encompassing the following key aspects:

#### **1. Company Profile:**

- Evidence of establishment and existence under the laws of the country of its incorporation
- Overview of the vendor's background, expertise, and successful track record in delivering IT Infrastructure and endpoint solutions.
- Include references from comparable projects demonstrating the vendor's capabilities and client satisfaction.

#### **2. Solution Design and Suitability:**

- Detailed description of the proposed IT Infrastructure and endpoint solutions
- Explanation of how the systems/solutions meet our organization's specific requirements
- Highlight any innovative features or unique attributes that differentiate the proposed system/solution.

### 3. Implementation Strategy:

- Detailed implementation plan outlining timelines, milestones, and the methodology for seamless deployment.
- Allocation of resources and a structured project management approach ensuring minimal disruption during implementation.

### 4. Pricing Structure:

- Transparent breakdown of costs encompassing licensing, implementation, training, ongoing maintenance, and any potential additional expenses.
- Clarity regarding pricing models and flexibility in accommodating future scaling or adjustments.

## Proposal submission

All proposals must be electronically submitted in PDF format to [contact@afrobarometer.org](mailto:contact@afrobarometer.org) by 12 April 2024. Late submissions may not be considered for evaluation.

## Questions and clarifications

Any inquiries or requests for clarifications regarding this RFP should be directed to [contact@afrobarometer.org](mailto:contact@afrobarometer.org) no later than 12 April 2024.

**NB:** Afrobarometer reserves the right to reject any or all proposals received in response to this RFP and may negotiate separately with selected vendors.

Thank you for your interest in collaborating with Afrobarometer. We eagerly anticipate receiving your proposal to fortify our endpoint management and endpoint security capabilities.