



SPECIFIC PROCUREMENT NOTICE – IT HELPDESK SERVICES

Funding source:	Asian Infrastructure Investment Bank (AIIB)
Sector:	Information Technology
Project Name:	IT Helpdesk Services
Project No.	AIIB IPQ 00425
Deadline:	April 14, 2019

Date: March 29, 2019

The Asian Infrastructure Investment Bank (AIIB) now invites Prequalification (IPQ) from qualified firms, to provide **IT HELPDESK SERVICES**. A shortlist will be prepared following the pre-defined selection criteria for participating in the selection process. The selection will follow AIIB's Corporate Procurement Policy, relevant rules and procedures.

The response should provide information of the Firm's financial information and experiences in undertaking **IT HELPDESK SERVICES** in the past three years. Firm should submit all related documents as required under Annex A and B to the below email address in PDF format, **before 23:59, April 14, 2019 (Beijing time)**.

Contact information:

Corporate Procurement Unit
Email Address: it.procurement@aiib.org
Facilities and Administration Services Department
Asian Infrastructure Investment Bank
B-9 Financial Street, Xicheng District
100033 Beijing, China

Annex A – Simplified Terms of Reference

Annex B – Prequalification Forms

Annex A
Simplified Terms of Reference

1. BACKGROUND

The Asian Infrastructure Investment Bank (AIIB) is a multilateral development bank with a mission to improve social and economic outcomes in Asia. Headquartered in Beijing, we began operations in January 2016 and have now grown to 93 approved members worldwide. By investing in sustainable infrastructure and other productive sectors in Asia and beyond, we will better connect people, services and markets that over time will impact the lives of billions and build a better future.

AIIB's IT Helpdesk is outsourced. It provides not only the IT desktop service for the bank personnel but also support for various IT systems. With the growth of the bank, the IT Help Desk is facing challenges to provide more convenient, efficient and professional service in light of the increasing complexity of IT systems and limited IT Helpdesk resources.

2. OBJECTIVES

The objective is to find an organization to provide IT Helpdesk service for three years.

3. PROJECT SCOPE

The IT Helpdesk is expected to provide help desk service to bank personnel in alignment with the ITIL criteria and process for three years. The scope of work of this project is as follows:

3.1 Service Recipient

- All the Bank personnel including Board members, staff members, secondees, long-term consultants, short-term consultants, outsourced employees, interns and third-party on-site vendors. At the moment, this represents approximately 400 people. The number of individuals requiring service is anticipated to increase by about 25 percent annually.

3.2 Service Level

The IT helpdesk is required to address service requests in three priority areas.

Code	Severity	Description
Priority 1	CRITICAL	<ul style="list-style-type: none">• Incidents that completely prevent AIIB from performing absolutely necessary business functions.• Service request raised by VIP users.

Priority 2	HIGH	<ul style="list-style-type: none"> Incidents that do not prevent AIB from performing absolutely necessary business functions but impose limitations or restrictions on the use of important system functionalities. Incidents that affects several business units.
Priority 3	AVERAGE	<ul style="list-style-type: none"> Incidents impact single user or several users in only one business unit.

The service level requirement is listed below:

Service Type	Service Indicator and Index		Target
Service Request	Response Time	Resolution Time	KPI (%)
Priority 1	<5 minutes	<1 hour	≥95%
Priority 2	<15 minutes	<2 hour	≥95%
Priority 3	<1 hour	<6 hour	≥98%
Overall helpdesk engineer attendance rate			100%
Overall helpdesk engineer separation rate			≤5%
Overall end user satisfaction rate			≥95%

3.3 Service Time

The IT Helpdesk is required to provide service for 16 hours per calendar day:

- IT Helpdesk is required to provide on-site service from 7:00 a.m. until 11:00 p.m. every AIB work day. GMT+8, Beijing Local Time)
- IT Helpdesk is required to provide on-call remote service from 7:00 a.m. to 11:00 p.m. (GMT+8, Beijing Local Time) on all days other than AIB work days.

IT Helpdesk shall follow AIB work day and holiday schedule.

3.4 Service Scope

At a minimum, the IT Helpdesk is required to provide the below services. Additional information is provided in Appendix I.

Service Category	Service Contents
IT Assets	<ul style="list-style-type: none"> New staff standard package and IT equipment and accessories delivery. Software license management. Hardware support. Asset management.
Account service	<ul style="list-style-type: none"> AD ID. Application ID.
Client service	<ul style="list-style-type: none"> OS. Standard software. Commercial software. Optional software.

Telephone service	<ul style="list-style-type: none"> • IP Telephone. • Conference telephone.
Printing service	<ul style="list-style-type: none"> • Multifunctioning printers. • Fax machines.
Meeting service	<ul style="list-style-type: none"> • Meeting support. • Zoom platform support.
Network service	<ul style="list-style-type: none"> • Office network. • VPN service.
Application support	<ul style="list-style-type: none"> • SAP_ByDesign. • SAP_SuccessFactor. • E-Conference System.
Other	<ul style="list-style-type: none"> • Advanced Office 365 Service. • Data backup & recovery. • IT Security Service.
Training	<ul style="list-style-type: none"> • Bi-monthly trainings for assistants.

- As the bank's requirements change, the above scope may need to be adjusted.

4. ROLES AND COMPOSITION OF THE SERVICE TEAM

- The IT helpdesk team should include, at a minimum, individuals who can cover the following roles and be at AIIB headquarters full time.

Role	Person	Responsibility	Qualification
IT Helpdesk Manager	1	<ul style="list-style-type: none"> • Manage helpdesk on daily basis, including daily work check, reporting, meeting and so on. • Actively monitor. the agents hiring, training and go live stages. • Communicate with the resource team on a regular basis and give inputs and assessments of the performance for the project. • Provides service report of daily operation. 	<ul style="list-style-type: none"> • At least 5 years of experience in IT service delivery in a professional environment. • Team management skills. • Strong communication skills both in Chinese and English. • Strong customer service, problem solving and teamwork abilities. • ITIL certification and PMP certification. • Certification of major ITSM systems in the market such as Service now, BMC preferred.

Helpdesk Engineer-VIP support	2	<ul style="list-style-type: none"> • Support the Bank's VIPs on daily basis. • Proactive health check for VIPs' devices, including PC/Phone/Tablet/applications/tools etc. • Sets up VIP profile/process/communication/escalation channel. • Performs remote troubleshooting through diagnostic techniques and pertinent questions. • Provides IT equipment preparation, installation and delivery services. • Responsible for IT issue troubleshooting, handling errors occurring in the client and local network environment. • Logs all works and services into the ITSM tool based on ITIL. • Escalates problems to level 2 teams and follow up progress status based on end to end process. • Identifies and suggests possible improvements on procedures. 	<ul style="list-style-type: none"> • At least 3 years of support engineering. • ITIL Foundation certification • Must have Microsoft OSs, Office and Meeting support experience. • Strong customer service, problem solving and teamwork abilities, good in both oral and written English. • Ability to work well under pressure and to meet deadlines as needed. • Ability to participate in an on-call rotation that includes after hours and weekend support • Certification of major ITSM systems in the market such as Service now, BMC preferred
Helpdesk Engineer-Average support	2	<ul style="list-style-type: none"> • Serves as the first point of contact for customers seeking technical assistance over the phone, email, IM and onsite. • Performs remote troubleshooting through diagnostic techniques and pertinent questions. • Provides IT equipment preparation, installation and delivery services. • Responsible for IT issue troubleshooting, handling errors occurring in the client and local network environment. • Logs all works and services into the ITSM tool based on ITIL. • Escalates problems to level 2 teams and follow up progress status based on end to end process. • Identifies and suggests possible improvements on procedures. 	<ul style="list-style-type: none"> • Good knowledge in Microsoft windows platform/office365/Adobe Acrobat, etc. • Good knowledge in networking/ IP telephony, etc. • At least 2 years work experience of IT helpdesk area or IT infrastructure maintenance area. • Experience in identifying problems and determining resolution to issues on PC and associated hardware and software. • Good communication skills; Good in both oral and written English. • Warm, outgoing personality. Good

			team-work experience.
Helpdesk Engineer-Meeting support	1	<ul style="list-style-type: none"> • Provides technical support for meetings with projector needs, such as VGA/HDMI/DP/cable dual screen. • Provides technical support for virtual meeting, help users to organize and set up ZOOM client meetings • Provides the technical support for virtual meeting with other clients, such as Polycom/ Webex/Cisco or other H.323/SIP protocol, be responsible for the technical communication with the IT specialist from other companies. • Helps to organize, record, manage the virtual meeting, also provide training material for different meeting attendees, provides training for AIIB assistants. • Responsible for AIIB meeting equipment maintenance and also the installation for different type of IT devices, such as PC, iPad, mobile phone, server, etc. • Provides troubleshooting service for all meeting related request, help to communicate with the 2nd line support vendor, such as ZOOM company/HDMI cable company. • Provides professional in-meeting service, such as projector settings, PC settings, familiar with most of meeting system in different platform, could communicate with end user and help them to meet the requirements. 	<ul style="list-style-type: none"> • Minimum 2 years of direct work experience with AV and video teleconferencing solutions and technologies. • In-depth knowledge of Skype for Business, ZOOM products, operational activities and engineering. • Working knowledge of Windows 10 and Office O365. • Customer support experience via a help desk/service desk model. • Strong communications skills, good in both oral and written English. • Strong problem solving and organizational skills.
Helpdesk Engineer-Asset support	1	<ul style="list-style-type: none"> • Coordination of dispose of assets as required. • Escalates asset problems as required to meet or exceed defined business goals. • Produces Asset Management and physical inventory status and metrics report. • Interfaces with the acquisition, procure, receiving and finance teams of AIIB. • Ensures all assets have been tagged properly. 	<ul style="list-style-type: none"> • Minimum 2 years successful asset management experience. • ITSM tool experience. • Highly computer literate and proficient in Microsoft suite. • Strong ability to carry out assigned tasks independently with little supervision.

		<ul style="list-style-type: none"> • Maintains asset status by following the asset lifecycle process to keep asset accuracy. • Periodically audits the asset inventories. • Coordinates any process improvements with AIIB's IT and Finance personnel. 	<ul style="list-style-type: none"> • Analytically and strategically minded. • Extremely organized and detail-oriented.
Helpdesk Engineer-Project support	1	<ul style="list-style-type: none"> • Consults with business leaders to develop and implement SharePoint related solutions to business needs. • Technical support for Office 365 SharePoint-based applications. • Helps to support new Office 365-based IT project. Participates in project needs analysis, function development, testing, maintenance. • Provides application support for Bank's Board members. 	<ul style="list-style-type: none"> • Strong working knowledge of core Microsoft Office 365 cloud technologies and services. • Experience with SharePoint Online management and support. • Experience with Teams management and support. • Strong problem solving and analytical skills. • Strong mentoring, communication and knowledge sharing skills. • Good in both oral and written English.
Helpdesk Engineer-Infrastructure Support	1	<ul style="list-style-type: none"> • Daily health check and regular maintenance for the bank's infrastructure facilities, including AD, Servers, PBX, MDM, VPN, Printing system, etc. • Provide second level support on any incidents or problems related with such infrastructure facilities. • Liaise with vendor and support project owner on infrastructure facilities configuration, optimization or system change. 	<ul style="list-style-type: none"> • At least 3 years experiences in supporting IT infrastructure facilities. • Trackable experiences with at least one domain of AD, servers, MDM, VPN and Printing systems. • Strong problem solving and analytical skills. • Good in both oral and written English

- The service team shall perform their duty on-site in business formal attire.

5. TIMELINES AND DELIVERABLES

The IT helpdesk service is expected to start on June 1, 2019 and last for three years.

The deliverables of this project are as follows:

- IT helpdesk operation charter, which shall include agreed SLAs, and operation processes for Incident Management, Problem Management, Management and other necessary process.
- Monthly service performance report.
- Annually service performance report.
- Annually service improvement plan.
- All the service tickets record (raw data).
- IT asset ledger, which shall include record for assets storage, distribution, return, disposal, repair.
- 18 trainings for staff/supporting staff.
- Helpdesk engineers' attendance sheet.

Annex B
Prequalification Forms

Form B-1): Response to IPQ by Firm

Date: [dd/mm/yyyy]

Dear Mr./Ms. [copy the AIIB's representative's name, designation and department as indicated in the IPQ],

We have read carefully your Invitation for Prequalification (IPQ) for the captioned assignment/project and find the Terms of References (TOR) match our firm's capacity for providing the services required in the TOR. We would like to submit our information required for being considered for the Shortlist. We understand that AIIB does not have an obligation that we must be shortlisted.

Our firm's profile and information relevant to this IPQ are provided below:

Form B-2): Firm's Information

In case of Joint Venture (JV), each partner of the JV shall fill up this Form.

Firm's legal name	
Firm's country of constitution/registration	
Firm's year of constitution/registration	
Firm's legal address in country of constitution/registration	
Firm's website	

Firm's Annual Balance Sheets and Income Statement in last three years	
Firm's authorized representative (name, address, telephone numbers, fax numbers, e-mail address)	<i>[In case of Joint Venture (JV), this is shall be the authorized representative of the JV]</i>
<p>The Firm is required to attach the following documents:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. Articles of incorporation or constitution/registration document of the legal entity named above. <input type="checkbox"/> 2. Confirmation of Authorization to represent the Firm. <input type="checkbox"/> 3. Agreement of JV in case of JV, otherwise indicate "N/A". 	

Form B-4): Eligibility Declaration

We, the undersigned, certify to the best of our knowledge and belief:

We have read the IPQ, including the generic terms of reference (TOR), for this assignment.

We confirm that the project references submitted as part of this IPQ accurately reflect the experience of our firm.

We confirm our firm and all the personnel indicated in the IPQ have met the requirements of Corporate Procurement Policy of AIIB, which can be found on

<https://www.aiib.org/en/opportunities/business/corporate-procurement/index.html>

[Signature:

Name of the firm's authorized representative:

Position]