Civil Service Agency
MINISTERIAL COMPLEX, 540 CONGO TOWN
CSA BUILDIG
MONROVIA, LIBERIA

Request for Expression of Interest (REOI)
(DEDICATED CLOUD HOSTING OF CIVIL SERVICE TESTING SYSTEM AND THE EMPLOYEE HEADCOUNT AND VERIFICATION SYSTEM CONSULTANCY SERVICES)

Issuance Date: Starting from Monday, January 13, 2025, for 2 weeks.
Ref: RFP NO.CSA/DCH/LCS/001/2025

Assignment Title: Request for Expression of interest-Hire Firm for DEDICATED CLOUD HOSTING OF CIVIL SERVICE TEST SYSTEM AND THE EMPLOYEE'S HEADCOUNT AND VERIFICATION SYSTEM CONSULTANCY SERVICES

1. **Introduction**

The Civil Service Agency (CSA) has received operational funds from the Government of Liberia (GoL) through the Ministry of Finance and Development Planning to support the strengthening of governance and public administration. The Civil Service Agency intends to apply part of the funds for hiring of a consultancy firm to carry out Dedicated Hosting of the Civil Service Test System and the Employees Headcount and Verification System for the Civil Service Agency. The Civil Service Agency requires the service of a **CONSULTANCY FIRM** who will provide services and demonstrate the need of a robust system that will deliver a valuable Hosting service. The consultant will work with the Information Communication Technology and the Research, Monitoring and Evaluation Divisions of the Civil Service Agency.

1. **OBJECTIVES OF THE ASSIGMENT:**

   The objective of the Information Technology Consultancy within the CSA is to provide services and demonstrate the need of a robust system maintenance that will deliver a valuable work environment for both external and internal parties. The consultant will provide IT services (Hosting) to ensure that the CSA can fully implement its test administration and employee's verification. These activities will cover the workflow processes and business operation models from the current ESRP and the National Civil Service Test.

2. **SCOPE OF THE ASSIGMENT:**

   The Civil Service Agency is seeking an experienced consulting firm or consortium of firms who will provide services and demonstrate the need of a robust system that will deliver a valuable service to the Civil Service Agency. The scope of work for this assignment includes:

   For Employee's Headcount and Verification System

   - ✓ Server Type: Dedicated Windows Servers
   - ✓ Operating System: Latest stable version of Windows Server
   - ✓ CPU Cores: 10
   - ✓ RAM: 64 GB
   - ✓ Storage: 800 GB NVMe SSD
   - ✓ Network: Unmetered bandwidth
   - ✓ Dedicated IPs: 1

   For the Hosting of the National Civil Service Testing System

   - ✓ Server Type: Dedicated Windows Servers
   - ✓ Operating System: Latest stable version of Windows Server
   - ✓ CPU Cores: 6
   - ✓ RAM: 16 GB
   - ✓ Storage: 400 GB NVMe SSD
   - ✓ Network: Unmetered bandwidth
   - ✓ Dedicated IPs: 1

   Security Requirements

   - ✓ Data Protection
     - Implementation of encryption for data at rest and in transit.
     - Regular data backups with a recovery plan in place.

   - ✓ Network Security
     - Deployment of firewalls to protect against unauthorized access.
     - Intrusion detection and prevention systems to monitor network traffic.

   - ✓ Access Control
     - Role-based access control (RBAC) to limit user access based on roles.
     - multi-factor authentication (MFA) for administrative access.

✓ **Support and Maintenance**

-Technical Support
- 24/7 support availability via multiple channels (phone, email, ticketing system).
- Incident response time: Critical issues within 1-hour, non-critical issues within 4 hours.
- Regular server updates and security patch management.
- Scheduled maintenance windows with prior notification to the Civil Service Agency.

✓ **Performance Monitoring**
- Implementation of performance monitoring tools to track CPU, RAM, and storage usage.
- Automated alerts for resource thresholds and performance degradation.
- Monthly performance reports detailing uptime, resource utilization, and incident logs.

✓ **Compliance and Standards**
- Adherence to relevant data protection regulations (e.g., GDPR, CCPA).
- Compliance with best practices for IT security (e.g., ISO 27001).
- Comprehensive documentation of system architecture, configuration, and operational procedures.

Qualification of Firms

The interested firms should attach evidence of the following documents with their applications: Documentary proof of valid legal entity i.e. Registration with securities and Exchange Commission or Registrar of firms.

❖ Registration of firm/ consortium with relevant professional body, if any;
❖ Audited statement of Accounts for least 3 years;
❖ Undertaking that the firm has not been blacklisted or debarred by any government organization;
❖ The firm's experience in HOSTING AND MAINTENANCE **CONSULTANCY SERVICES** in public/ private sector, if available.
❖ Details of major works/projects completed in public/ private sector during the last three years.
❖ Proof of Business registration, income tax and sales tax.

3. **DURATION OF ASSIGMENT:**

The duration of this assignment is Twelve (12) months and based on the achievement of specific milestones predetermined by the Civil Service Agency.

SELECTION CRITERIA:

The selection process will be based on previous assignment done (hired under a competitive bidding process). The method will be in line with the PPCC Act. Main criteria for the selection will be relevant experience.

Experience of interest must be delivered in a written from clearly marked:'' **Ref: Hire firm for** DEDICATED CLOUD HOSTING OF THE CIVIL SERVICE TEST AND EMPLOYEE`S VERIFICATION AND HEADCOUNT SYSTEMS **CONSULTANCY SERVICES** **for the CSA,''** at the address below in person on or before January 27, 2025, at **14:00** hours

The Procurement Division
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