R064_19-RFI-Identification of Hybrid Cloud Upskilling and Training Requirements
Request for Information

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Public

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01   Introduction

01.1   Malta Information Technology Agency (MITA) intends to conduct market research on:

Identification of Hybrid Cloud Upskilling and Training Requirements

01.2   Interested Parties are requested to provide the required information by **not later than Friday 30 August 2019.** Submissions are to be sent on cmd.mita@gov.mt quoting the RFI title and reference number.

01.3   Requests for clarifications may be sent on cmd.mita@gov.mt until Monday 19 August 2019.

01.4   Interested Parties are to visit the MITA website (https://procurement.mita.gov.mt) for any updates published in relation to this RFI, including any clarification notes.

01.5   Responses and any related supplementary information are to be submitted electronically and in the English Language.

01.6   MITA may request Interested Parties to provide it with clarifications or additional information in connection with their submission.

01.7   The information collected through the submissions will be treated as confidential and shall be processed in accordance with the Data Protection Act (Chapter 586 of the Laws of Malta).

01.8   No costs incurred by the Interested Parties in responding to this RFI, including but not limited to the preparation and submission, shall be reimbursable. All such costs shall be borne by the Service Provider.

01.9   Information submitted in response to this RFI will become the property of the Government of Malta. MITA will not pay for the information solicited or for the use of the information submitted.

01.10   MITA on behalf of the Government of Malta shall retain possession of all documents received. All materials provided by the interested parties will be treated as confidential and are non-returnable.

01.11   This RFI is to be treated solely as exploratory market research for the purpose of gaining knowledge of the availability of ERP solutions in the market and the willingness of prospective service providers to provide services to the Government of Malta. This RFI should not be regarded as a Call for Tenders (CfT) or as an obligation to procure on the part of MITA. No contract will result from any response to this RFI.

01.12   MITA and the Government of Malta reserves the right to issue a CfT for the same or similar services in the future.

02   MITA Profile

The Malta Information Technology Agency (MITA) is the central driver of Government's Information and Communications Technology (ICT) policy, programmes and initiatives in Malta.

MITA's role is to deliver and implement the assigned programmes as set out in the Digital Malta National ICT Strategy 2014 - 2020, and as directed by the Parliamentary Secretariat for Financial Services, Digital Economy and Innovation from time to time. MITA manages the implementation of IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA is also responsible to propagate further use of ICT in society and economy and to promote and deliver programmes to enhance ICT education and the use of ICT as a learning tool.

MITA officially took over the operations of MITTS Ltd on 1st January 2009. Whilst MITTS Ltd (and its predecessor) were solely devoted in providing a service for the Government, MITA's role is extended to cover projects and services on a national scale. MITA shall therefore continue to excel in providing ICT infrastructure and services, professional project management and consulting services to the Government. The Agency is dedicated in assisting the Government in transforming technological innovations into real business solutions. Its unique approach combines an innovative array of ICT and project management services with focused delivery capabilities using tried and tested methodologies to help fulfil Government's strategies and projects and maximise the benefits of investment in technology.

Building upon the strong legacy of all its predecessors MITA operates within a defined national ICT strategy. Besides the expertise, MITA inherited a mature organisation, comparable to the best practices within the corporate scene. The Agency is a young, fresh, dynamic and knowledge-driven organisation thriving on the culture of being a cutting-edge IT services player. MITA prioritises national ICT targets, and embraces open standards and technologies as a matter of policy. The Agency builds, nurtures and sustains excellent industry relations both locally and internationally.

The above is reflected in MITA's mission statement and reinforces the Agency's pivotal role in the evolution of Malta into a world class information society and economy.

For an effective execution of its raison d'être MITA has three fundamental components which are embraced by all its employees. MITA has a transformation approach towards its programmes and projects – to transform the way they are engineered together with their delivery, their return of investment and the enhancement of all-round value they effectively provide. Innovation is the second component – the aspiration to become the leading innovator within the public sector and one of the prime movers in the innovation circuit in Malta by thinking creatively in respect of its people, technology and operations. MITA's strive for excellence is its third component which strengthens the agency's craving for continuous improvement at all levels.

Further corporate information may be obtained from the following web portals:

Government of Malta
http://www.gov.mt

Malta Information Technology Agency
https://www.mita.gov.mt

03   Objectives and Scope

MITA is issuing this Request for Information (RFI) to garner further insights into the identification of Hybrid Cloud Upskilling and Training Requirements, and to ensure that MITA's requirements are aligned with services available on the market.

Background

MITA is working on a modernisation process to redesign the Government's Core IT Systems, adopting a cloud-first approach and deployed on MITA's Hybrid Cloud Infrastructure.

MITA's Hybrid Cloud is a mix of on-premise and public cloud services based on the Microsoft Azure platform. The on-premise part operates Microsoft Azure stack and offers IaaS, Storage as a Service, Application Platform as a Service and SQL database as a Service. The public part is serviced from the Azure Public cloud, offering all services included in Azure Service catalogue.

In parallel to setting up the technical infrastructure, MITA wants to ensure that that the current workforce has /acquires the relevant skills, to lessen the impact caused by the new technologies. In this regard, MITA is looking to upskill its workforce with the necessary tools and competences required to support the modernisation process.

MITA is looking to train two sets of cohorts namely those currently holding the role of a developer and those holding the role of an architect within the Agency. Approximately 50 Developers need to be upskilled whilst circa 10 Architects will require training. Both roles require a minimum entry level of 6 on the EQF, particularly in ICT. They are proficient in the use of .Net Technologies – ASP.Net, Web APIs and .Net Core. Furthermore, the individuals are construed to possess the following set of skills and competences in their particular role:

- Developer Role: Builds/codes ICT solutions and specifies ICT products according to customer needs. Ensures building and implementing of ICT applications. Contributes to planning, low level design. Compiles diagnostic programs and designs and writes code for operating systems and software to ensure optimum efficiency and functionality.

- Architect Role: Plans and is accountable for the implementation and integration of software, systems, networks and infrastructure. Designs, integrates and implements complex ICT solutions from a technical perspective. Ensures, that technical solutions, procedures and models for development are up-to-date and comply with standards. Watches technology development and integrates into new solutions. Acts as a mentor and guide for junior team members.

04   Requirements

Interested parties are kindly requested to submit their feedback in response to any or all of the following questions together with a filled-in Annex A - Service Provider Information Form. Where possible, providers are kindly requested to provide links and/or documentation related to and supporting their replies.

This RFI and the prices being requested are for market research only. The scope of this RFI is neither exhaustive nor conclusive of the requirements that may be published in subsequent call for tenders or expressions of interest.

More information on MITA's procurement activities is available from the website https://procurement.mita.gov.mt. MITA publishes its open tenders on the Government of Malta's Electronic Public Procurement System (EPPS) on https://www.etenders.gov.mt – more information on how to make use of EPPS is available on https://procurement.mita.gov.mt/resources/tendering/.

A. Training Provider

1. How can you, as a certified Microsoft Provider, assist in drawing up of an appropriate Microsoft Azure training programme best suited to MITA's exigencies?
2. Would you be willing to deliver training at MITA's premises in Malta?
3. Confirm that the trainers will deliver the sessions using the English Language?
4. Can the trainer deliver sessions which provide hands-on work for the students?
5. Can the provider allocate time to understand the context of the organisation first prior to the delivery of the training; to be able to use such context within the content?

B. Training content

1. Within the context of Government shifting from Monolith applications to Microservice architecture, What Microsoft Azure training would you recommend that would also address the challenges that accompany a Microservice approach, i.e..: re-engineering to Cloud Native, Service Oriented Architecture?
2. Is there a recommended sequence of training courses? Are any courses particularly interrelated to each other?
3. What would be the duration of such training?
4. Following on from points B1 to B3 above, would you be able to provide a detailed plan of training, to serve as building blocks in the upskilling of employees; including days of delivery (taking into consideration travel time)? Please also indicate the date when training can commence.
5. What is the recommended number of students per class that you suggest per course?
6. What is the typical retail price per course per student?
7. Can you provide a pricing model as per suggested plan in point B4 above?
8. Will there be the possibility of providing courseware?
9. As part of the course, will the trainer hand over assignments / homework and provide remote assistance and support should the student require?

C. Logistics

1. If you deliver training outside of your premises, do you prefer to handle the logistics related to your travel and accommodation?
2. Will you be able to pair courses together or deliver some in parallel if the need requires?
3. How many of the same course can the provide deliver in parallel?
4. Taking on from point C2 and C3, how many training resources can you make available to accommodate multiple courses at one go?

D. Government Policies

1. Can you indicate the geographical locations where data is processed and stored?
2. Can you provider detail the controls in place, including agreements with processors and any sub-processors (whether within or outside the EU or EEA), to ensure the service provided is compliant with the General Data Protection Regulation (EU) 2016/679 (the 'GDPR'), Data Protection Act (Cap. 586 of the Laws of Malta), and any other subsidiary legislation?

E. Contract Terms and Conditions

1. What is your feedback in relation to the following contract provisions which are normally included in IT solution contracts?
   a. Subcontracting requires the prior written consent of Government contracting authority.
   b. Applicable Law is Maltese Law.
   c. Maltese courts have exclusive jurisdiction, unless the parties agree to submit to arbitration in Malta.
2. A performance guarantee is required for Government contracts exceeding €10,000 as follows: 4% (of the annual contact value) for contracts valued between €10,000 – €500,000 and 10% (of the annual contract value) for contracts exceeding €500,000. The performance guarantee is a Government of Malta policy requirement intended to make provision for circumstances of non-performance by contractors awarded public contract. As a result of the provision, contracting authorities will have a right to demand payment from bank issuing the performance guarantee up to the amount of the guarantee in the event of a default by the contractor under the contract. Payments under the performance guarantee may be disbursed in full upon written request of the contracting authority. Would you be able to meet this requirement?

F. Online Information, Demo & Case Studies

Supplier to provide the following, if available:

1. Any reference to online information on the services provided. Interested parties are encouraged to note their availability to give a presentation of their services offering as a follow-up to this RFI.

Annex A - Service Provider Information Form

Interested parties are requested to complete this Service Provider Information Form to provide MITA with information on their organisation, and include it with their submission.

Company Information

1.	Name of Company	
2.	Address	
3.	Date company was founded	
4.	Company Registration Number	
5.	Telephone Number(s):	
6.	Fax Number(s):	
7.	Website address:	
8.	Contact Person for this RFI: Contact name: Position: e-mail: Address: Telephone number: Mobile number: Fax number:	
9.	Company Profile	
10.	Main business activities	

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