



REQUEST FOR QUOTATION

ISO 27001 CERTIFICATION

To: Potential Service Providers

From: ARK Group DMCC (ARK)

Subject: Request for Quotation: RFQ: ARKAE1499

RFQ Issue Date: 13 September 2024

RFQ Closing Date: 23 September 2024

RFQ Closing Time: 18:00 (Local – Dubai, UAE)

Quotations for the specified services must be submitted to the ARK Corporate Services Department by the stated time and date. Late or incomplete quotations will not be considered. Additional instructions for providing quotations are provided herein.

1. Purpose

The purpose of this Request for Quotation (RFQ) is to request fixed price quotations for the provision of ISO 27001 audit and certification services, followed by two years of surveillance audits to ensure continued compliance with the ISO standard. The certification and audits will ensure the effectiveness of ARK Group DMCC's information security practices.

2. Description of Entity

ARK Group DMCC is a social enterprise specialising in stabilisation, development, peacebuilding, displacement, irregular migration, and Preventing and Countering Violent Extremism (P/CVE), primarily in Fragile and Conflict-Affected States (FCAS). Founded in 2012, ARK focuses on reconciling the human security needs of local communities with the concerns of governmental clients and international organisations. ARK's core activities encompass research and analysis, monitoring and evaluation, capacity building, and programme and project design and management.

3. Procedures for Submitting Quotations and Awarding Contract

- a. Firms are to submit their quotation by email to procurement@arkgroupdmcc.com. Please title the email "RFQ ARKAE1499 ISO 27001 Certification" and send submission as one email with four separate attachments as outlined below:
 - Attachment 1: Quotation Declaration Form
 - Attachment 2: Technical Proposal
 - Attachment 3: Price Proposal
 - Attachment 4: Provide a copy of a valid company registration document.
- b. Quotations will be received until the closing date provided on page 1. Quotations received after the closing time will not be accepted.



- c. Discussions may be held to clarify quotations, and ARK may request the best and final offers in the event of closely matched offers.
- d. Any requests for clarification regarding this RFQ must be emailed to procurement@arkgroupdmcc.com. The RFQ number should be quoted in all correspondence. All answers will be anonymised and shared with other potential bidders.
- e. ARK reserves the right to reject any and all submitted quotations if they do not meet the specified instructions or expected standards and to request additional information from one or more potential suppliers if required.
- f. Failure to agree and comply with any of the above specifications will result in the bidder being considered unresponsive, and the quotation may be rejected.

4. Evaluation Criteria

Firms will be evaluated on their experience and competence in auditing organisations similar to ARK. Firms that are deemed suitable based on the criteria listed below will proceed to the financial evaluation, where the firm offering the most price-competitive offer will be selected.

- Supplier Overview
- Experience and Client References
- Data Security and Compliance
- Audit Process and Risk Management

Appendices

1. Statement of Work
2. Company Information (Excel)
3. Supplier Response Form (Excel)
4. Quotation Declaration Form (Word)



Appendix 1

STATEMENT OF WORK (SOW)

1. Background

ARK Group DMCC is a UAE-based social enterprise with branch offices across the Middle East and UK-based employees working remotely. ARK specialises in stabilisation, development, and peacebuilding for governmental and international clients. Operating in sensitive environments and handling large volumes of sensitive information, ARK recognises that achieving ISO 27001 certification is essential. ISO certification demonstrates ARK's commitment to data security, integrity, and protection, assuring stakeholders of ARK's rigorous approach to information security.

2. Purpose

This Statement of Work (SoW) outlines the services ARK Group DMCC requires for an ISO 27001 certification audit, followed by two years of surveillance audits to ensure continued compliance with the standard. The SoW describes the key deliverables, including a comprehensive assessment of ARK Group DMCC's ISMS, identification of any non-conformities, and recommendations for improvement. These audits will help to ensure the ongoing robustness and effectiveness of ARK Group DMCC's information security practices.

3. Description of Services Required

The selected auditing firm will be responsible for the following tasks:

- a. Perform a recertification audit of ARK Group DMCC's ISMS in accordance with ISO 27001 requirements.
- b. Identify any non-conformities and provide recommendations for corrective actions to address them.
- c. Conduct two surveillance audits over two years to satisfy ISO 27001's requirements.
- d. Provide a report detailing findings, non-conformities, and recommendations for each audit.

4. Timeframe

The recertification audit must be completed by the end of October 2024 to align with the expiration date of our current standards, which is 8 November 2024.

5. Milestones and Payment Schedule

Payments will be made by bank transfer upon receiving an invoice, after the delivery of each specified service.



Milestone	Deliverables	Documents Required	Delivery Time frame	Cost
1.	ISO 27001 certification Audit	Invoice and audit results and certificate		
2.	First Surveillance Audit	Invoice and Assessment report		
3.	Second Surveillance Audit	Invoice and Assessment report		

6. Deliverables

The expected deliverables for this audit are as follows:

- a. Audit, Audit Report and Issue Certification subject to findings: A comprehensive report outlining the results of the recertification audit, including non-conformities and recommendations for improvement.
 - b. Two Surveillance Audit Reports: Written reports summarizing the results of each surveillance audit, including the status of previously identified non-conformities and any new findings or recommendations.
- Note: The acceptance criteria for these deliverables will be based on the alignment of the contractor's work with the specified requirements and standards, as defined in the ISO 27001 standard

7. Requirements and Qualifications:

The selected firm will be expected to meet the following expected requirements and qualifications to ensure that expected standards and quality of service levels are met.

- a. Response Time: The supplier must acknowledge receipt of a request or issue.
 - Urgent issues: Response within 1 hour
 - High-priority issues: Response within 4 hours
 - Medium-priority issues: Response within 1 business day
 - Low-priority issues: Response within 2 business days
- b. **Resolution Time:** The expected time that issue must be resolved after the initial response.
 - Urgent issues: Resolution within 4 hours
 - High-priority issues: Resolution within 1 business day
 - Medium-priority issues: Resolution within 3 business days
 - Low-priority issues: Resolution within 5 business days
- c. **Availability:** Services to be available Monday to Friday, 08:00 – 18:00 with after-hours support: available for urgent issues outside of standard working hours with prior agreement.



d. **Escalation Process:** Clearly defined process for escalating unresolved or critical issues.

- Level 1: Initial contact via helpdesk or ticketing system.
- Level 2: Escalation to senior technical specialist if unresolved within agreed time.
- Level 3: Escalation to management if resolution is delayed beyond 48 hours.

e. **Quality of Service**

- The lead Auditor must hold ISO 27001 Lead Auditor certification and have a minimum of 5 years of experience in auditing organisations in similar sectors.
- The supplier should appoint a Single Point of Contact (SPOC) to ensure streamlined communication between ARK and the supplier.