



REQUEST FOR PROPOSAL (RFP)

89195_ for Provision of ICTS Application Integration Services

Dear Sir / Madam:

United Nations Volunteers (UNV) administered by United Nations Development Programme (UNDP) kindly requests you to submit your Proposal for ICTS Application Integration Services (RFP No. 89195).

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals must be submitted on or before the deadline indicated by UNV in the eTendering system. Bids must be submitted in the online eTendering system in the following link: <https://etendering.partneragencies.org> using your username and password. If you have not registered in the system before, you can register now by logging in using
username: event.guest
password: why2change
and follow the registration steps as specified in the system user guide.

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation".

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure that supporting documents required are signed and in the .pdf format, and free from any virus or corrupted files.

The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNV shall request the Proposer to submit the password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNV requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNV, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNV's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNV after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNV reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNV is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

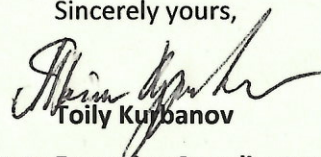
UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNV encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNV if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNV implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNV, as well as third parties involved in UNV activities. UNV expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Toily Kurbanov

Deputy Executive Coordinator

Description of Requirements

Context of the Requirement	Provision of ICTS Application Integration Services for UNV Bonn
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	Provision of ICTS Application Integration Services for UNV Bonn as per attached Terms of Reference (TORs).
List and Description of Expected Outputs to be Delivered	<p>The Service provider shall:</p> <ul style="list-style-type: none"> • Review the current integration components • Propose streamlined and resilient integration amongst all UNV applications (Rest web services, APIs, Database views, ESB) • Implement integration amongst all UNV applications, including converting existing integration methods into the new streamlined one • Perform the data integration and business process integration • Integrate both on-premises and cloud applications • Integrate all future applications
Person to Supervise the Work/Performance of the Service Provider	<i>ICTS Unit</i>
Frequency of Reporting	<input checked="" type="checkbox"/> Not Required
Progress Reporting Requirements	<input checked="" type="checkbox"/> Not Required
Location of work	Onsite: UN Campus, Platz der Vereinten Nationen 1, 53113 Bonn - Germany and Remote.
Expected duration of work	An initial Long Term Agreement (LTA) will be issued for a period of one year and may be extended for an additional two years by mutual agreement of the parties and subject to satisfactory performance of the Contractor.
Target start date	1 st October 2018
Travels Expected	It is the Contractor's responsibility to anticipate and plan for necessary travel at their own expense

Special Security Requirements	N/A
Facilities to be Provided by UNV (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <i>The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff:</i> -Degree with 5 years of experience. -Must have handled at least 2 projects of similar nature and complexity equivalent to this assignment. -Proposed staff should be able to communicate on satisfactory level of English. 2 CVs should be attached.
Currency of Proposal	<input checked="" type="checkbox"/> US Dollar
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted

Payment Terms	Outputs	Percentage	Timing	Condition for Payment Release
	For each call off: finalization of the required task(s).	100%	When the claim(s) amount is minimum US\$2,500.	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Head of ICT Unit			
Criteria for Contract Award	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<p><u>Technical Proposal</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Company Approach for service delivery including mechanism of quality assurance 20% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 50% The minimum technical score to pass is 70% <p><u>Financial Proposal</u></p> <input checked="" type="checkbox"/> Combine Scoring Method.			
UNV will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long Term Agreement (LTA)			

Contract General Terms and Conditions ¹	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Detailed TOR (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 3) <input checked="" type="checkbox"/> Financial Proposal Form (Annex 4)- Must be password protected. <input checked="" type="checkbox"/> General Terms and Conditions for Services (Annex 5)
Contact Person for Inquiries (Written inquiries only) ²	<i>Siham Abdelhakam</i> <i>Procurement and Travel Specialist</i> <i>Procurement@unv.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information Required Documents that must be submitted to establish Qualification of Proposers	<input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the services being procured. <input checked="" type="checkbox"/> Valid certificate of registration. <input checked="" type="checkbox"/> Company to provide a description / narrative on their approach for service delivery including mechanism of quality assurance. <input checked="" type="checkbox"/> Curriculum vitae of proposed personnel. <input checked="" type="checkbox"/> Performance Evaluation from 2 top clients.

¹ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

² This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

EVALUATION CRITERIA:

Proposals will be evaluated based on the following criteria:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Bidder's qualification, capacity and experience	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	20%	200
3.	Staff Qualification	50%	500
Total			1000

Technical Proposal Evaluation Form 1		Points obtainable
Bidder's qualification, capacity and experience		
1.1	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted, previous experience in the same region.	20
1.2.	Quality assurance procedures and risk mitigation measures	50
1.3	Specialized knowledge on Application Integration, with focus on on-premises and cloud integration through APIs	100
1.4	The proposer should provide proof of two current and/or most recent similar engagements (brief description) performed in the requested service area	130
		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	Understanding of business needs: Is there demonstrated understanding of the main aspects of UNV application integration components?	50
2.1	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	50

2.3	Demonstrated awareness of application integration best practices (e.g. relevant certifications) and security standards	50
2.4	Communications/Clarity of proposal - Ability to speak and write clearly and effectively and prepare technical documentation in a clear, concise style in English.	50
		200

Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	Qualifications of key personnel proposed		
	Application Integration Specialist		
	Expert experience in Application Integration and data integration within various platforms (Drupal, PHP, MySQL, MSSQL, PeopleSoft)	200	
	Experience in cloud-cloud, cloud-on premises and API integration	150	
	Experience in integrating commercial cloud or non-cloud services PeopleSoft ERP, SalesForce, MailChimp, SparkPost, ADFS with UNV on-premises Applications	150	
	Total Part 3		500

Terms of Reference
For the Provision of ICTS Application Integration Services for UNV Bonn

Type of contract:	Maintenance Contract and Professional Services
Duration:	1 year with possibility of extension up to max 3 years, upon satisfactory service
Starting date:	October 2018
Location:	Onsite and Remote

Background

UNV Information and Communications Technology Section (ICTS), located in Bonn, Germany, is responsible for maintaining multiple corporate applications. The technologies used are the following:

- Drupal
- PHP Laravel framework
- PHP
- Off the shelf product (One Identity Manager)
- SharePoint on-premises and SharePoint online
- Moodle
- PeopleSoft ERP
- Microsoft Business Intelligence (BI) using SSIS, SSAS, SSRS and PowerBI
- SQL Server Master data services
- MailChimp, SparkPost
- ADFS

Modality and Volume

UNV plans to enter into a long-term agreement (LTA) with the selected contractor. The agreement will be for a maximum of 50 days of work per year. The LTA does not oblige UNV to purchase any minimum number of hours.

Scope of work

There are multiple integration components between these applications. They are done using different integration techniques and technologies. Some are done using custom PHP scripts, some directly integrated at the database layer, some using SQL Server Integration Services (SSIS), some using product-based integration features (One Identity Manager), and some using custom developed REST web services.

There are many limitations with the current integration of UNV applications:

- Varied quality of implementation and lack of overall monitoring of the integration components
- Different Logging and traceability mechanisms
- Inconsistent fall-back methods implemented
- Recurrent failures in applications due to integration errors

UNV ICTS is looking for a qualified service provider to

- Review the current integration components
- Propose streamlined and resilient integration amongst all UNV applications (Rest web services, APIs, Database views, ESB)
- Implement integration amongst all UNV applications, including converting existing integration methods into the new streamlined one
- Perform the data integration and business process integration
- Integrate both on-premises and cloud applications
- Integrate all future applications
- Recommend hosting setup (cloud, hybrid, on-premises) and integration solution within hosting options
- Unify Application Logging mechanisms

Mode of Delivery

The mode of delivery would be a mix of onsite and online presence. The vendor is able to have available onsite resources for analysis of the current situation, testing, deployment and training. The vendor could work offline for documentation and development of individual integration components. It is expected that the vendor shall be available on site for any clarifications, support or emergency in a timely manner.

Qualifications

Company

Valid certificate of registration

Minimum 3 years of relevant experience

Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years

Performance Evaluation from 2 top clients

Personnel

Degree with 5 years of experience

Must have handled at least 2 projects of similar nature and complexity equivalent to this assignment. One CV should be attached, as well as CV of backup staff in case the assigned staff is unavailable during the assignment.

Proposed staff should be able to communicate on satisfactory level of English.

1. Criteria for Selecting the Best Offer

Criteria	Weight %	Max. Point
<u>Technical</u>		
• <i>Company Expertise in subject area</i>	<i>30</i>	<i>300</i>
• <i>Company Approach for service delivery including mechanism of quality assurance</i>	<i>20</i>	<i>200</i>
• <i>Staff Qualification</i>	<i>50</i>	<i>500</i>
<u>Total</u>	<i>100</i>	<i>1000</i>

Lowest price method – the award will be made to the qualified/responsive Offeror who offered the lowest price.

CSU/ UNV does not warrant that a specific quantity of Services will be purchased during the term of this Contract. Number of teachers required will depend on number of staff taking the LPE exam.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation on each personnel that they are available for the entire duration of the contract.*