



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: May 14, 2020
	REFERENCE: Drupal Hosting Services

Dear Sir / Madam:

We kindly request you to submit your Proposal for **hosting services for Drupal in the cloud**.

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

Proposals may be submitted on or before Thursday, May 28, 2020 and via email, to the address below:

United Nations Volunteers programme
Platz der Vereinten Nationen 1, 53113 Bonn, Germany
Marc Wharton

Procurement@unv.org

Your Proposal must be expressed in English, and valid for a minimum period of **120 Days**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNV after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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 percent (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 attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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/business/protest-and-sanctions.html>

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:

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Marc Wharton

Procurement Associate

5/14/2020

Annex 1

Description of Requirements

Context of the Requirement	Drupal Web Hosting Services
Implementing Partner of UNV	N/A
Brief Description of the Required Services ¹	Cloud hosting for Drupal websites See Annex 3
List and Description of Expected Outputs to be Delivered	See Annex 3
Person to Supervise the Work/Performance of the Service Provider	<i>ICTU Programme Associate</i>
Frequency of Reporting	<i>[indicate if daily, weekly, monthly, or as needed]</i>
Progress Reporting Requirements	
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	24 months extable to 36 months
Target start date	June 2020
Latest completion date	N/A
Travels Expected	N/A
Special Security Requirements	
Facilities to be Provided by UNV (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency
Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <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 type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNV 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 <input type="checkbox"/> Permitted
Payment Terms ³	Within thirty (30) days from the date of meeting the following conditions: a) UNV's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNV CO/BU requiring the service.

³ UNV preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNV shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNV, in the same amount as the payment advanced by UNV to the Service Provider.

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	ICTU Programme Associate
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services <input checked="" type="checkbox"/> Long-Term Agreement ⁴ <i>A Purchase Order (PO) will be issued for each order.</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <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 the 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 (70%)</u></p> <input type="checkbox"/> Expertise and Experience of the Firm. Min. 10 years of supply to the UN (or similar) (15) <input type="checkbox"/> Proven expertise & experience in hosting high traffic Drupal sites (15) <input type="checkbox"/> Composer, Drupal console & drush support (10) <input type="checkbox"/> Ability to provide separate dev-test-prod environments. (10) <input type="checkbox"/> Proven Expertise and Qualifications of Key Personnel (20) <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNV.</p>
UNV will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

Contract General Terms and Conditions ⁵	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) 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 ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others ⁷ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁸	Marc Wharton Procurement Associate Procurement@unv.org Any delay in UNV's response shall be not used as a reason for extending the deadline for submission unless UNV determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

⁵ 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.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ This contact person and address is officially designated by UNV. If inquiries are sent to other person/s or address/es, even if they are UNV staff, UNV shall have no obligation to respond nor can UNV confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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 UNV 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 UNV by indicating the following :

- a) Profile – describing the nature of the business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Track Record – list of clients for similar services as those required by UNV, indicating the description of contract scope, contract duration, contract value, contact references;*
- d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- e) 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.

C. Qualifications of Key Personnel

The Service Provider must provide :

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- a) Cover Letter
- b) Profile of Company
- c) Team Overview; Names and qualifications of the key personnel that will perform the services; Account Manager and Experts
- d) Track record of similar projects and UN clients (or similar)
- e) Business licenses (scanned copy)
- f) System Overview, including; Composer, Drupal Console and Drush support and separate dev-test prod environments
- g) Written self-declaration that the company is not in the UN Security Council 1267/1989 list

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All-Inclusive)</i>
1	Migration Cost (Est 1 day) Expert (remote)		
2	Monthly Costs x 24		
3		
	Total	100%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component *[This is only an Example]:*

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

Annex 1 Terms of Reference: Cloud hosting for Drupal websites

Type of contract; Long Term Agreement

Duration: 24 months, extendable to 36

Starting date: June 2020

Location: Remote

Background; Drupal Managed Hosting

UNV Information and Communications Technology Section (ICTSj, located in Bonn, Germany, is responsible for maintaining multiple corporate applications. UNV is looking for a secure, high performance and high availability hosting cloud platform provider for Drupal websites.

Scope of work

The provider needs to provide a robust cloud hosting platform that enables hosting of UNV's Drupal based websites. The primary purpose is to have a managed platform that meets the following requirements:

High uptime (99.99%); high availability disaster recovery and backups are managed by the provider
Efficient load balancing, scalable architecture

All components of Drupal hosting - web front end(s), database(s), search engine(s), and cache(s) are managed by the vendor

Secure hosting features (both infrastructure and software), including the security of digital assets

Provision of development, staging environments along with production environment. Deployment is possible to the environments using integration tools and allows full control over the software development lifecycle. Possibility to provide granular user access to various environments.

Version control, configuration management and change management features are available.

Possibility of core Drupal patches/updates and contrib modules to be integrated into staging/testing environment through the admin interface

Incident management support (24/7 monitoring), Option to backup through the admin interface

Possibility for the website to integrate for SSO using SAML or other standard protocols

Access to log files, the possibility of downloading log data to the UNV centralized repository

Dashboard presenting site monitoring data and web traffic information; possibility to download data over web services for integration with other UNV data warehouse.

UNV maintains the freedom to run the full solution using any provider at any given point. Therefore, the vendor must be able to deliver Databases, and configuration files in acceptable, agreeable format with adequate documentation, when asked.

UNV ICTS is looking for a qualified cloud service provider that can meet the above requirements and has at least 10 years of proven experience in providing the service and being used by other UN agencies.
Mode of Delivery

The mode of delivery is the provision of Drupal hosting platform for hosting websites by UNV.

Approved; Chief, ICTU (or OIC) FLM