



## REQUEST FOR QUOTATION (RFQ)

TO:	DATE: <b>17 May 2021</b>
INTERESTED COMPANIES	REFERENCE: <b>UNDP/BMS/OIMT/RFQ/2021/004</b> <b>Provision of "ISO Registration" Service</b>

Dear Sir/ Madam:

We kindly request you to submit your quotation for the provision of **"ISO Registration"** service according to the Instructions and Conditions as well as Annex 1 (Technical Specifications) indicated in this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2 (Form for Submitting Supplier's Quotation).

Quotations are to be submitted through UNDP eTendering online system (<https://etendering.partneragencies.org>), on or before **Monday, 21 June 2021 at 15:00 pm New York Eastern Time** noting the following Subject Reference:

### **UNDP/BMS/OIMT/RFQ/2021/004 Provision of "ISO Registration" Service**

It shall remain your responsibility to ensure that your quotation is submitted on or before the deadline indicated by UNDP in the eTendering system. You must use your username and password to submit bids via the online eTendering system to the following link: <https://etendering.partneragencies.org>. If you have not registered in the system before, you may register now by logging in and using the following temporary credentials:

**URL:** <https://etendering.partneragencies.org>  
**username:** event.guest  
**password:** why2change

Follow the registration steps as specified in the system user guide, or download the attached *"eTendering Instructions Manual for Bidders"* document.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s:



<b>CONDITIONS</b>	
Terms of Delivery Place of Destination	<b>Delivered at Place (DAP)</b> <b><u>Office of Information Management &amp; Technology (OIMT)</u></b> <b><u>304 East 45th Street FF-8th Floor</u></b> <b><u>New York, NY 10017</u></b>
Currency of Quotation	<input checked="" type="checkbox"/> United States Dollars  <i>*Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order</i>
Payment Terms	UNDP shall, on fulfilment of the Delivery Terms, make payment within 30 days of receipt of the Supplier's invoice for the services. Note: any bank charges and bank commissions shall be borne by the vendor
Taxes	All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes.
Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> UNDP eTendering online system: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>
Deadline for the Submission of Quotation	Date and Time: <b>Monday, June 21<sup>st</sup> 2021 at 3:00 pm</b> (note that time zone indicated in the system is New York Time zone).  <i>* Try to submit your bid a day prior or well before the closing time. Do not wait until the last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</i>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in <b>Annex II</b> . <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;
Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Evaluation of Quotation and award criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements as described in Annex I & II <input checked="" type="checkbox"/> Acceptance of the PO/Contract General Terms and Conditions



	<p>The Evaluation Committee will examine the quotation to determine whether they are complete and whether the offer complies with the requirements.</p> <p>Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the offeror does not accept the correction of errors, its quotation will be rejected. If there is a discrepancy between words and figures the amount in words will prevail. Any offers which do not meet the requirements will be rejected.</p> <p><b>The Contract will be awarded to the offeror that offers the lowest priced technically qualified quotation</b></p>
UNDP will award to:	<input checked="" type="checkbox"/> One vendor
Type of contract to be signed:	<input checked="" type="checkbox"/> Long Term Agreement (LTA) <b>The duration of LTA is for 3-year period subject to satisfactory contract performance</b>  <p><b>Note:</b> The Long-term Agreement (LTA) does not form a financial obligation or commitment from UNDP at the time the LTA contract is signed, and that such an agreement is non-exclusive. When a specific need arises, UNDP will issue a Purchase Order (PO) pursuant to the LTA and as accepted by the Contractor. This PO will form the only binding contract(s) between UNDP and the Contractor. Financial commitments will only be established each time a Purchase Order for the specific request to Contractor is committed. Furthermore, UNDP does not warrant that any quantity of Goods and/or Services will be purchased during the term of this Agreement, which shall be for three years subject to the Contractor's satisfactory performance.</p> <p><i>*Please note estimated LTA duration is 15 January 2022 – 14 January 2025</i></p>
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance by UNDP upon receipt of invoice once services are completed in full compliance with RFQ requirements



Annexes to this RFQ	<input checked="" type="checkbox"/> Specifications of Provision of “ISO Registration” service required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  <b><i>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</i></b>
Contact Person for Inquiries (Written inquiries only)	<b>Suzy Azafrani Benoliel</b> <b>Central Procurement Unit</b> <a href="mailto:cpu.bids@undp.org">cpu.bids@undp.org</a>  Please use email subject <b>UNDP/BMS/OIMT/RFQ/2021/004: Provision of “ISO Registration” Service.</b>  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.

Services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP’s re-computation and correction of errors, its quotation will be rejected.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that 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/>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link: [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your quotation.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Ali Tahsin Jumah'.

Ali Tahsin Jumah  
Chief, Central Procurement Unit  
United Nations Development Programme



## Annex I Terms of Reference

### Provision of ISO Registration Service

UNDP is currently certified for ISO 27001:2013, ISO 20000:2018 and ISO 9001:2015. UNDP certifications are valid until May 2021. UNDP will be undergoing an ISO 22301:2019 Security and resilience – Business continuity management systems audit in April 2022 in addition to its continuance of the above cited certifications. UNDP will be looking to have an auditor for its continued maintenance of its existing certifications and its new certification under ISO 22301:2019 until 2024.

Below are the requirements:

- Provide ISO 27001, ISO 9001, ISO 20000 and ISO 22301 audits for UNDP ICT unit located at two locations in New York City and Copenhagen, Denmark and consisting of 59 employees.
- Preference is to have a single auditor qualified to perform these audits.
- After initial certification audit, the auditor would return once per year to check continued compliance
- The auditor would be expected to perform continued compliance audits for 3 years
- The cost estimate should be based on 2 locations, 59 employees, ISO 9001, ISO 20000, ISO 22301 and ISO 27001 certifications 1 certification audit, follow-up compliance audits once/year for a period of 3 years and registration costs for the standards
- All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes.

#### Technical and related requirements:

<b>1. Expertise of the organization submitting proposal (<i>Vendor to elaborate in detail</i>):</b>		
Litigation and Arbitration history	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Recognized and accredited as a company qualified to issue ISO 27001, ISO 20000, ISO 22301 and ISO 9001 ratings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>2. Minimum Qualifications of Auditor</b>		
Successfully complete an ISMS foundation course and an ISMS auditor course	<input type="checkbox"/> YES	<input type="checkbox"/> NO
At least 5 years experience as an ISO 9001 auditor, ISO 20000 auditor, ISO 22301 auditor and/or ISO 27001 auditor	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Must be an ISO 9001, ISO 20000, ISO 22301 and ISO 27001 lead auditor or internal auditor and show proof of certifications	<input type="checkbox"/> YES	<input type="checkbox"/> NO
At least 5 years of on-the-job experience in security and/or quality management of which a minimum of 2 years must be information security related	<input type="checkbox"/> YES	<input type="checkbox"/> NO



<b>3. Other requirements:</b>		
Technical responsiveness/Full compliance to requirements	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Price Validity of 120 days	<input type="checkbox"/> YES	<input type="checkbox"/> NO
The vendor is not included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Full acceptance of the UNDP General Terms and Conditions for Professional Services	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Experience in performing audits for the United Nations or comparable international, non-profit humanitarian agencies, would be desirable	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Organisation must be able to demonstrate that it has an international presence and/or customer base with an ability to conduct audits in North America and Europe	<input type="checkbox"/> YES	<input type="checkbox"/> NO

### **Framework Agreement**

UNDP plans to enter into the Long-Term Agreement (LTA) with the TOP ranked successful bidder for the period of three years. Please note that the LTA does not form a financial obligation or commitment from UNDP at the time the LTA contract is signed, and that such an agreement is non-exclusive. When a specific need arises, the successful Contractor will be approached and be provided with a specific TOR and deliverables (and time frame) but still within the scope of the responsibilities stated in the LTA. Financial commitments will only be established each time a Purchase Order for the specific services/TOR is committed and based on the agreed LTA fee rates.



## Annex II

### FORM FOR SUBMITTING SUPPLIER'S QUOTATION

***(This Form must be submitted only using the Supplier's Official Letterhead)***

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in **Table 1& 2** in conformity with the specification and requirements of UNDP as per RFQ Reference No. **UNDP/BMS/OIMT/RFQ/2017/004: Provision of "ISO Registration" Service**

**TABLE 1: Price table**

Please use the following format to submit your quote:

Item No.	Description of item	Unit Price	Total cost for three years
1.	ISO 27001 app fee		
2.	ISO 9001 app fee		
3.	ISO 22301 app fee		
4.	ISO 20000 app fee		
5.	Pre Certification Audit for ISO 22301:2019 only		
6.	ISO 27001 stage 1		
7.	ISO 27001 stage 2		
8.	ISO 9001 stage 1		
9.	ISO 9001 stage 2		
10.	ISO 20000 stage 1		
11.	ISO 20000 stage 2		
12.	ISO 22301 Stage 1		
13.	ISO 22301 Stage 2		
14.	Follow up audits (2 yrs)		
15.	Recertification audit (3rd year)		
16.	Annual Mgt Fees (3 yrs)		
17.	Non-conformities off-site review (if applicable)		
18.	Estimated travel cost		
19.	Other cost, if any (Please clarify)		
<b>TOTAL COST FOR THREE YEARS</b>			



**Note:**

1. *If any of the above line items are not applicable, please indicate N/A under price column.*
2. *The Supplier is requested to provide separate unit prices for each line above. UNDP has a right to include or exclude any accessories for further purchasing under this process.*
3. *The above quantity will only be used for comparing quotations and estimate the amount for the Long-Term Agreement, and does not constitute commitment. UNDP reserves the right to purchase items for any quantity below or above the maximum numbers indicated above.*
4. *The Long-term Agreement (LTA) does not form a financial obligation or commitment from UNDP at the time the LTA contract is signed, and that such an agreement is non-exclusive. When a specific need arises, UNDP will issue a Purchase Order (PO) pursuant to the LTA and as accepted by the Contractor. This PO will form the only binding contract(s) between UNDP and the Contractor. Financial commitments will only be established each time a Purchase Order for the specific request to Contractor is committed. Furthermore, UNDP does not warrant that any quantity of Goods and/or Services will be purchased during the term of this Agreement, which shall be for three years subject to the Contractor's satisfactory performance.*

**TABLE 2: Offer to Comply with Technical Conditions and Requirements**

**Bidders are requested to provide detailed answers to the below**

<b>1. Expertise of the organization submitting proposal:</b>		
Litigation and Arbitration history	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills).	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Recognized and accredited as a company qualified to issue ISO 27001, ISO 22301, ISO 20000 and ISO 9001 ratings for over 5 years	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>2. Minimum Qualifications of Auditor</b>		
Successfully complete an ISMS foundation course and an ISMS auditor course	<input type="checkbox"/> YES	<input type="checkbox"/> NO
At least 5 years experience as an ISO 9001, ISO 27001, ISO 20000 and ISO 22301 auditor	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Must be an ISO 9001, ISO 20000, ISO 27001 and ISO 22301 lead auditor or internal auditor and show proof of certifications	<input type="checkbox"/> YES	<input type="checkbox"/> NO
At least 5 years of on-the-job experience in security and/or quality management of which a minimum of 2 years must be information security related	<input type="checkbox"/> YES	<input type="checkbox"/> NO

**TABLE 3: Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Technical responsiveness/Full compliance to requirements			
Validity of Quotation, 120 days			
The vendor is not included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List			
Full acceptance of the UNDP General Terms and Conditions for Professional Services			
Experience in performing audits for the United Nations or comparable international, non-profit humanitarian agencies, would be desirable			
Organisation must be able to demonstrate that it has an international presence and/or customer base with an ability to conduct audits in North America and Europe			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier's Authorized Person]  
[Designation] & [Date]*