

Request For Proposal

“Enterprise Search, CMS and Collaboration platforms consultancy (vendor neutral)”

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Alexandre Allouin

Context

UNAIDS – The Joint United Nations Programme on HIV/AIDS

UNAIDS, the Joint United Nations Programme on HIV/AIDS, is an innovative joint venture of the United Nations family, bringing together the efforts and resources of ten UN system organizations in the AIDS response to help the world prevent new HIV infections, care for people living with HIV, and mitigate the impact of the epidemic.

With its headquarters in Geneva, Switzerland, the UNAIDS Secretariat works on the ground in more than 80 countries worldwide. Coherent action on AIDS by the UN system is coordinated in countries through the UN theme groups, and the joint programmes on AIDS.

Cosponsors include UNHCR, UNICEF, WFP, UNDP, UNFPA, UNODC, ILO, UNESCO, WHO and the World Bank.

UNAIDS helps mount and support an expanded response to AIDS – one that engages the efforts of many sectors and partners from government and civil society.

Background information

UNAIDS' information systems, structure and needs have dramatically evolved over the last 5 years. On that account UNAIDS is looking to:

- Replace its current Search Engine, MondoSearch, with a new and enhanced search tool for its public sites, intranet and document repository.
- Replace its current Content Management System (CMS), which uses MS CMS 2002, and migrate the existing content of the public UNAIDS website.
- Implement the first phase of a collaboration workspace

The project “Selection and implementation of an Enterprise Search engine” has already been initiated by UNAIDS. The replacement of the existing CMS and the implementation of the first phase of a collaboration workspace must start as soon as possible.

On that account, UNAIDS needs expert services in those domains to support the projects.

The consultancy service is estimated for a duration of 20 non-consecutive days and 5 optional days starting end of August 2009 until end of December 2009 (estimated timeframe).

Main objective

The objective of this request for proposal is to procure services to provide expertise in the domains of Enterprise Search, Content Management System and Collaboration platforms.

Service Title: Enterprise Search, CMS and Collaboration platforms consultancy
Maximum number of days: 25 days, 20 required days and 5 optional days
Service period: end of August 2009 – end of December 2009

Terms of reference

Activity description

The purpose of this request is specifically to procure services to perform the following tasks:

- Help in finalizing the selection of the Enterprise Search: be a member of the selection committee, review vendor proposals and evaluate them, attend oral presentations and provide recommendations.
- Provide expertise and support for the selection of a CMS: understand the UNAIDS environment, provide guidance (and approach) for the drafting of the RFP, be a member of the selection committee, review vendor proposals and evaluate them, attend oral presentations and provide recommendations.
- Provide expertise and support for the implementation of a collaborative workspace (phase 1): Understand the UNAIDS environment and define the strategy/approach for the selection of the tool.

The bidders are required to clearly identify in the proposal any dates of unavailability in advance. Due to the nature of the work (software selection), the selected candidate should not have any partnership with any companies specialized in the domains mentioned above. On that account, UNAIDS is looking for a vendor-neutral consultant.

Knowledge and experience required:

Languages: Excellent skills in written and oral English

Functional/Technical knowledge:

- Excellent knowledge of Enterprise Search technology
- Excellent knowledge of Content Management Technology
- Excellent knowledge of Collaboration Technology

Submission of a quotation to UNAIDS

Communication during the bidding period

Any questions on technical, contractual or commercial matters relating to the content of the RFP or the submission of the proposal shall be submitted to Alexandre Allouin (allouina@unaids.org) and Josephine Dy (dj@unaids.org).

Should UNAIDS receive questions or comments before the closing date which are considered to be of interest to all parties, a written response will be sent to all bidders without revealing the identity of the originator.

At any time prior to the closing date, UNAIDS may for any reason modify this RFP and associated documents by writing an amendment of which all bidders will be notified.

Bidding process

UNAIDS may, at its discretion, extend the deadline for the submission of proposals or revise the terms of reference, by issuing a modification to this solicitation.

UNAIDS may award one or more contracts resulting from this RFP to the responsible bidder(s) whose proposal(s) conforming to this RFP offers the greatest value in terms of the selection criteria. UNAIDS may (a) reject any or all proposals, (b) accept other than the lowest cost proposal, (c) accept more than one proposal, (d) accept an alternate proposal, and/or (e) waive informalities and minor irregularities in proposals received.

UNAIDS may award one or more contracts on the basis of initial proposals received, without discussions or negotiations. Therefore, each initial proposal should contain the bidder's best terms from a cost and technical standpoint.

Bidders are requested to hold their proposal valid for 90 days from the deadline for submission. UNAIDS will make its best effort to select a firm/institution within this period.

This document and any annexes shall not be construed as a contract or a commitment of any kind. This RFP in no way obligates neither UNAIDS to award a contract, nor does it commit UNAIDS to pay any cost incurred in the preparation of the proposal.

Quotation submission dates

Please submit your written proposal in English to Alexandre Allouin and Josephine Dy, by **12 August 2009**, by email, in the form of a PDF file or Word Document. Email addresses must be used jointly: allouina@unaids.org and dj@unaids.org.

Ensure that your email attachment is not larger than 2 MB; otherwise it might not be delivered to the recipients above.

Selection criteria

Bidders are expected to use all means at their disposal, in order to propose the solution providing the lowest total cost of ownership, within the requirements and constraints specified.

Should the bidder propose a consultant from a third party company (partnership or delegation with another company), the bidder is then asked to clearly mention it in the proposal.

UNAIDS may organize interviews with the proposed consultant in order to finalize the selection process.

In addition, for the selection process, UNAIDS attaches particular importance to the following criteria:

Quality of the proposal, including but not limited to:

- Quality, detail and accuracy of the response document (extent and completeness of the responses, clarity and thoroughness of the document)
- Ability of the proposed solution to meet UNAIDS' requirements.

Bidder capacity to carry out the work, including but not limited to:

- Ability of the consultant to fulfil the requirements as described in this RFP.
- Extent of the consultant's experience and references in the implementation of projects that are similar in size and technology.
- Ability of the bidder to start working after the receipt of a letter of intent (officially selected as best bidder and will be commissioned).
- Ability of consultant involved to meet UNAIDS' requirements in terms of knowledge, experience and certifications.
- Ability to meet the dates required
- Total price

Content of the quotation

The quotation must include from the bidder:

- Description of the value-added of UNAIDS contracting with the company for the described work
- Professional references in the same domain
- Relevant feature that would differentiate the bidder from its competitors
- Curriculum Vitae of proposed consultant
- Detailed budget for consultancy (breakdown) and separately for travel/missions expenses, with a total as a lump sum in one currency (USD or Swiss Francs), without VAT
- Potential start date of availability
- Bank information

Financial offer

The bidder must provide a financial offer in a separate document and is asked to comply with the following requirements:

- The financial offer must provide quotes for the required 20 days and optional 5 days

- UNAIDS attaches importance to cost transparency. In order to be able to evaluate financial impact in case of contract modifications, the financial offer must be detailed and itemized. The required data should be quoted separately from the optional days.
- UNAIDS will contract for a fixed price only.
- UNAIDS is exempt from paying VAT.
- All service-related costs must be given in Swiss Francs (CHF) or US Dollars (USD) excluding VAT. Bidders must confirm that they will not charge VAT on service-related costs.
- The quoted costs must cover all aspects of the work, such as travel costs, utilization of tools, auxiliary materials, etc.
- The quotes must be entered according to the gross price list. Any special conditions such as discounts or bundle prices must be explicitly mentioned.

Type of contracts and general conditions

Contracting for the described work would be done through an “Agreement for Performance of Work” (APW contract) and under following terms and conditions.

General conditions for APW

1. It is understood that the execution of the work does not create any employer/employee relationship. In this respect, the contractual partner shall be solely responsible for the manner in which the work is carried out. Thus, UNAIDS shall not be responsible for any loss, accident, damages or injury suffered by any person whatsoever arising in or out of the execution of this work, including travel. Without prejudice to the foregoing, UNAIDS may in certain cases provide insurance coverage for the contractual partner as set forth here below. For travel in UNAIDS vehicles, UNAIDS may provide passenger insurance covering the contractual partner. UNAIDS may also provide accident insurance coverage if and while the contractual partner, exceptionally, carries out work on UNAIDS' premises. UNAIDS declines any responsibility for non-payment by the insurance company of all or part of a claim for any accident, in which case the contractual partner shall be obliged to immediately reimburse UNAIDS all or part of any advance paid by UNAIDS to the contractual partner.
2. All rights in the work, including ownership of the original work and copyright thereof, shall be vested in UNAIDS, which reserves the right (a) to revise the work (b) to use the work in a different way from that originally envisaged, or (c) not to publish or use the work.
3. If the option, on the face of this agreement, for payment of a fixed sum applies, that sum is payable in the manner provided, subject to satisfactory performance of the work. If the option for payment of a maximum amount applies, the funds shall be used exclusively for the work specified in this agreement and any unspent balance shall be refunded to UNAIDS. In this latter case, any financial statement required shall reflect expenditures according to the relevant main categories of expenditure.
4. If the work is not satisfactorily completed (and, where applicable, delivered) by the date fixed in this agreement, UNAIDS may specify an additional period within which this agreement must be satisfactorily performed. Normally such additional period should be of at least one week duration, unless it is clear from the agreement that it was particularly important that the performance be completed on the date specified, in which case UNAIDS may specify a shorter period or refuse to grant any additional period at all. In the event that the work is not satisfactorily performed on the date fixed, or any additional period granted by UNAIDS, UNAIDS may rescind this agreement (in addition to the other remedies), subject to an equitable arrangement being made in case of delay caused by force majeure.
5. Any technical report or financial statement required shall be submitted upon completion of the work and, at the latest, within 90 days of the normal date for completion.
6. If the contractual partner signs this agreement in his/her personal capacity and not on behalf of a legal entity, then the contractual partner certifies that he/she does not presently, and will not during the term of this agreement, hold any

form of contractual relationship with UNAIDS (including any UNAIDS regional, country or project office, as well as any programme, centre or other entity where staff is subject to WHO Staff Regulations and Rules) that confers upon the contractual partner the status of a UNAIDS staff member. The contractual partner understands that a false statement may result in the cancellation of any or all contracts, and/or the withdrawal of any offer of a contract, with UNAIDS.

7. Any dispute relating to the interpretation or application of this agreement shall, unless amicably settled, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, with the UNCITRAL Arbitration Rules as at present in force. The parties shall accept the arbitral award as final.