

## **Annex III: Technical Component – Response Document**

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## 1. PART I – DESCRIPTION OF THE FIRM AND THE FIRM'S QUALIFICATIONS

The information provided by the Bidder in this part will be evaluated with a weight of **15%** in the total evaluation of the technical component. UNAIDS will pay attention to:

- ▶ The relevance of experience for similar projects
- ▶ The understanding of UNAIDS needs
- ▶ The flexibility of the Bidder (including the agreement of the acceptance process)

### 1.1 Executive Summary

Bidders must provide a summary of the key features of their proposals. This should highlight major features that differentiate their offering.

### 1.2 Information about the Bidder

Bidders must provide a short presentation of the company including the following information:

- a) A brief historical description of the company's involvement in the business.
- b) The company financial results of the last 3 years
- c) Information about the technical and commercial staff involved in the IT service delivery and management (number, names, titles/positions, competencies, level of certification of the relevant persons)
- d) Bidder's schedule and commitment regarding this project
- e) The bidder must provide information on its references, as well as any partnerships or alliances that may have been formed with other companies and in order to bid on this RFP.

### 1.3 Litigation

Bidders must detail, or confirm the absence of, any litigation, pending litigation or dispute which might infringe on rights to any technology proposed in relation to this RFP, or which concerns any regulatory body or process.

### 1.4 Consortium

Should bidders wish to form a consortium for the purposes of responding to this RFP, they must indicate:

- a) With whom they propose to form a partnership.
- b) Which partner in the consortium would take the lead as the prime contractor. The prime contractor must assume full responsibility for all the work and prices quoted in response to this RFP and the fulfilment of any and all obligations in that regard.
- c) For all the companies in the consortium, provide the same information as the ones requested above in 1.11.21.3.

### 1.5 Partnership with Third Parties

Should a bidder wish to outsource any part of the requested services to a third party company or to consultants that are not its staff members, or if it has established an alliance or partnership with another company for providing the services, the bidder is asked to describe the types of alliance or partnership that it has established with the other company. The description must include:

- a) Name of the company
- b) The date this alliance was formed.
- c) Type of services to be outsourced to the partner.
- d) Detailed description of the alliance, including information concerning, marketing agreements, standardization between companies, ownership, services provided, etc.
- e) Information about this company per Sections 3.2 and 3.3.
- f) Procedure followed in relation to outsourcing services to third parties (subcontractors). The bidder has to keep in mind that UNAIDS is requesting a single point of contact with the Prime Contractor, who must take full responsibility for accomplishing all of the work required under the contract.

## 1.6 References

UNAIDS attaches importance to the transparency of the bidder's references. Bidders must provide the following information in their proposals for themselves:

- a) At list of 3 recent references from the Bidder (or subcontractor as defined in 1.5). The 3 references must, in total cover all following aspects:
  - a. Design of an IT Service Catalogue based on ITIL V3
  - b. Design of SLAs for IT services
  - c. Design of OLAs for IT services
  - d. Identification/Re-documentation/Re-modelling of IT processes
- b) For each of the 3 selected references, include name of the company, the date the services were provided, the nature of the services performed, the names/roles of the team members involved and contact person on the customer side with current telephone number for verification purposes.

## 1.7 Flexibility

The bidder will provide information on:

- a) Bidder's flexibility and commitment regarding requested services
- b) Bidder's ability (or conditions) to start working after the receipt of an official letter of intent and before the finalization of all contracts
- c) Agreement of the **acceptance process** for project deliverables (as stated in annex document)
- d) Agreement of the **contractual Terms and Conditions** (as stated in annex document)

## 2. PART II – PROJECT TEAM

The information provided by the Bidder in this part will be evaluated with a weight of **20%** in the total evaluation of the technical component.

UNAIDS will pay specific attention to:

- ▶ The qualification and experience of the project team in service delivery design and management
- ▶ The qualification and experience of the project team in IT Organization and process building
- ▶ The quality of the project management and governance approach
- ▶ How UNAIDS IT staff will be used in term of skills and workload (this information is actually requested in the part III)

### 2.1 Project Management

Bidders should describe the proposed management approach to be taken for the performance of the required services. Factors addressed in your management approach shall include, but are not limited to the following:

- a) Organizational structure of the team responsible for delivering the services as described in this RFP.
- b) Approach and schedule for keeping UNAIDS apprised of the project status;
- c) Proposed approach to ensuring the quality of the work product

### 2.2 Project Team

Provide the details of the bidder's team for this project.

- a) The name and title of the relevant duly authorized officer with signing authority.
- b) The contact persons in charge of the project (technically and commercially), including their name, phone number and E-mail addresses. Those persons must be available during the evaluation period to answer any questions related to the proposal.
- c) The members of the team, their role in the project and their curriculum vitae indicating skills and experience relevant to the requested services.



### 3. PART III – PROPOSED APPROACH, METHODOLOGY, TIMING AND OUTPUT

The information provided by the Bidder in this part will be evaluated with a weight of **65%** in the total evaluation of the technical component.

#### 3.1 General questions about the study

The Bidder will answer following questions.

1. Will the deliverables done by the company be ITIL V3 compliant?
2. Can the Bidder guarantee that the approach will allow do deliver fast and efficient results? (objective: be concrete and not waiting end of project for obtaining the deliverables)
3. Does your proposal require the acquisition and installation at UNAIDS of specific software tools in addition to the MS Office Tools?
4. This project is time-bounded. The scoping is very important: we need to balance correctly a) the number of services, processes, OLAs and SLAs we want to address in the study with b) the level of details required (not to “high level” neither to “low level”).

From your experience in this type of project, and based on the elements found in this RFP (structure of the IMT division, description of UNAIDS, list of services, timing) what would you, propose as targets? (eg: to which level services/processes are described, how many of them could be addressed in stage 2?).

#### 3.2 Description of Stage 1

The Bidder will use following document structure to present the Stage 1:

##### 3.2.1 Overview and general understanding

1. What are the key factors of success of stage 1?
2. How can your company and your project approach “make the difference” on these factors?
3. What are the advantages or guarantees in your project approach for
  - a. Respecting the scope of work?
  - b. Ensuring that all requirements defined in this RFP are met?
  - c. Respecting the project schedule and milestones?
  - d. Respecting the costs?
  - e. Ensuring that the study will have a minimal impact on the other work of IMT’s staff?

##### 3.2.2 Resources needed

1. What are the profiles of UNAIDS staff members required in the stage and the availability required?
2. Define any sharing of roles and responsibilities between your Project Team and UNAIDS IMT staff.

3. What specific information or documents do you need?
4. Do you need specific hardware or software resources?
5. What other resources would you need? (Taking into consideration that UNAIDS cannot dedicate a full-time office or workplace)
6. If you plan to organize meetings or workshops, how many are they and who should participate?

### 3.2.3 Outcomes

The objective is to obtain all the outcomes as described in the section **Error! Reference source not found. Error! Reference source not found.**

1. Are there other outcomes you would propose to complement the list expected by IMT?
2. For each outcome, please fill in the following table, commenting how we will obtain the outcome, and which tasks and deliverables are associated to it. *Please note that each outcome can be mapped to one or multiple activities and deliverables and that one task or one deliverable can address different outcomes.* If you propose outcomes in addition to the one expected by IMT, please number them and include them at the end of the list.

Outcome	How the outcome will be obtained	Related task in the project plan and deliverables
1-1		
1-2		
1-3		
1-4		
1-5		
1-6		
1-7		
1-8		
1-9		
1-10		
1-11		
1-12		
1-13		
1-14		
1-15		

### 3.2.4 Stage plan and tasks

1. Draw a proposed project plan for stage 1, indicating the tasks (listed in the table above) and milestones.
  
2. Please indicate what you propose in terms of duration of stage and different milestones
  - a. M1? (eg. planned xx weeks after MS)
  - b. M2? (eg. planned xx weeks after M1)
3. What is the impact on this project plan if the start of the project is delayed?
4. Please fill in the following information on the list of tasks

Task	Work done by the contractor, prerequisites, profiles, estimated workload.	Work done by IMT, estimated workload to dedicate.	Deliverables

### 3.2.5 Deliverables

The Bidder has the responsibility to propose a list of deliverables, that correctly address the needs described in this study and are produced from the activities described in the previous paragraph. The Bidder can also include in the response examples of the deliverables or screenshots. In this case, please include the examples at the end of the response document and refer to them in the table below.

For each deliverable, indicate what it covers (contents), if it is a single file or a set of files.

For the format, indicate if is

- a. an electronic document (report, minutes, test report, template,...), in what format (MS Office Word, Visio, PDF,...), or
- b. it is another type electronic file (database, configuration files).

Deliverable #	Title	Contents	Format
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D1-01			
D1-02			
...			

### 3.3 Description of Stage 2

#### 3.3.1 Overview and general understanding

1. What are the key factors of success of stage 2?
2. How can your company and your project approach “make the difference” on these factors?
3. What are the advantages or guarantees in your project approach for
  - a. Respecting the scope of work?
  - b. Ensuring that all requirements defined in this RFP are met?
  - c. Respecting the project schedule and milestones?
  - d. Respecting the costs?
  - e. Ensuring that the study will have a minimal impact on the other work of IMT’s staff?

#### 3.3.2 Resources needed

1. What are the profiles of UNAIDS staff members required in the stage and the availability required?
2. Define any sharing of roles and responsibilities between your Project Team and UNAIDS IMT staff.
3. What specific information or documents do you need?
4. Do you need specific hardware or software resources?
5. What other resources would you need? (Taking into consideration that UNAIDS cannot dedicate a full-time office or workplace)
6. If you plan to organize meetings or workshops, how many are they and who should participate?

#### 3.3.3 Outcomes

The objective is to obtain all the outcomes as described in the section **Error! Reference source not found..Error! Reference source not found..**

1. Are there other outcomes you would propose to complement the list expected by IMT?
2. For each outcome, please fill in the following table:

Outcome	How the outcome will be obtained	Related task in the project plan and deliverables
2-1		
2-2		
2-3		
2-4		
2-5		

2-6		
2-7		
2-8		

### 3.3.4 Stage plan and tasks

1. Draw a proposed project plan for stage 2, indicating the tasks (listed in the table above) and milestones.
  
2. Please indicate what you propose in terms of duration of stage and different milestones. For each of the intermediary milestones (M4-x) please indicate what is the increment compared to the last milestone.
  - a. M3: How is it linked to M2 ?
  - b. M4-1: How many weeks after M3 and what is delivered?
  - c. M4-x: How many weeks after the previous milestone and what is delivered? (repeat for each intermediary milestone)
  - d. M5: How many weeks after last M4-x?
3. Please fill in the following information on the list of tasks

Task	Work done by the contractor, prerequisites, profiles, estimated workload.	Work done by IMT, estimated workload to dedicate.	Deliverables

### 3.3.5 Deliverables

Deliverable #	Title	Contents	Format
D2-01			
D2-02			
...			

### **3.4 Description of Stage 3**

1. How do you see stage 3 been carried out by IMT?
2. What would be your suggested interactions with IMT during this stage?