

Request for Proposal

IT Service Continuity Planning for UNAIDS

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SECTION 1 - INTRODUCTION

1.1 UNAIDS - 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.

1.2 IT Services Continuity Planning

In 2006, the office of UNAIDS headquarters moved to a new building (WHO/UNAIDS Building) and as part of the move, the Information Management and Technology (IMT) Division in the Department of Resource Management built a new data center (Datacentre) within the new building and migrated all of its IT services to the Datacentre.

As a subsequent activity and via this RFP, IMT would now like to develop a plan for ensuring the continuity of the required IT services in the event of a disaster or indeterminate loss of UNAIDS IT infrastructure at headquarters, regional and country offices.

1.3 Structure of this Document

Section 1: Introduction

This chapter provides:

- An introduction to UNAIDS and its structure. (Bidders are also invited to explore the UNAIDS website in order to familiarize themselves further with the Programme, its objectives, structure and philosophy (see <http://www.unaids.org>)
- An introduction to the IT Service Continuity Planning project that is the object of this RFP.

Section 2: Request for Proposals Process Details

This chapter provides procedural information required for the bidding process.

Section 3: Project Scope

This section provides an overview of the scope of the project and high-level context for the delivery of the two stages outlined in this RFP.

Section 4: Response to the Request for Proposal.

This section provides the procedural information required including the content of the information that bidders must provide in response to this RFP.

Section 6: Milestones and Deadlines

This section provides the schedule envisaged by UNAIDS for the implementation of the project.

Annexes:

The following Annexes form an integral part of this RFP:

- Annex I – Project Scope
- Annex II - Acceptance Process
- Annex III – Terms and Conditions
- Annex IV – Technical Offer
- Annex V – Financial Offer
- Annex VI - Current IT Services and Infrastructure
- Annex VII – Acceptance From

SECTION 2 - REQUEST FOR PROPOSALS DETAILS

2.1 Objectives of the RFP

The main objectives and the purpose of this RFP is to develop an IT Service Continuity Plans based on ITIL V3 framework for:

1. Protecting the UNAIDS IT services in case of a prolonged and indeterminate loss or interruption of the UNAIDS IT infrastructure at headquarters, regional and country offices.
2. Understanding the business effects of such interruption and develop a plans for reducing those possible adverse effects.

This RFP has been issued so that UNAIDS may obtain technical and financial offers for the consulting services necessary to meet the stated objectives.

2.2 Process

2.3 Communications during the RFP Period

Any questions on technical, contractual or commercial matters relating to the contents of the RFP or the submission of the proposal shall be submitted in writing (mail, electronic mail or facsimile) to the following:

Senait Sebhatu, Unit Head, IMT/NIM
UNAIDS IMT/NIM, Room 05006
20, Avenue Appia
CH-1211 Geneva 27
Switzerland
E-mail: sebhatu@unaids.org
Fax: +41 22 791 4187

All questions and responses will be shared with all bidders.

There shall be no individual presentation by, or meeting with, bidders until after the closing date.

Should UNAIDS receive questions or comments six (6) working days before the closing date which are considered to be of interest to all parties, a written response shall be sent two working days before the closing date to all bidders without revealing the identity of the original enquirer.

There should be no contact with UNAIDS officials concerning the RFP process from the Date of Issue of this RFP to the final selection other than with Ms. Senait Sebhatu, Unit Head and/or officials designated by her.

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

2.4 Intention to Submit a Proposal

Following receipt of the Request for Proposals, the Bidder shall send a confirmation of its intention to submit a bona fide proposal to Ms Senait Sebhatu by Friday, 14 August 2009 and designate its representative to whom communications, including any amendments, are to be sent.

2.5 Submission of Responses

Bidder shall submit proposals by registered mail or hand delivered in a sealed envelopes or parcel to the following address:

Subject: Sealed Bid: UNAIDS RFP.004
Chief, Budget, Finance and Administration
DRM/BAF
20 Avenue Appia
CH-1211 Geneva 27
Switzerland

Submissions by E-mail will not be accepted.

The technical and financial proposals must be on separate sealed envelopes. The technical proposal must be submitted in three (3) copies clearly labelled with "Master Copy" "Copy 1" and Copy 2".

The proposal must be received no later than:

Thursday, 01 October 2009, 18:00 (local Geneva time)

The offers must be valid for a minimum period of 120 calendar days after the closing date.

Proposals submitted later than the time limit stipulated above, or submitted by any other method or in any other way, or which do not contain all the information required in this document, shall be rejected. In addition, if the envelope is not sealed or marked as indicated, UNAIDS cannot assume any responsibility for the proposal's misplacement or unauthorized opening.

2.6 Public Opening

The technical and financial bids will be opened in two separate dates in public at UNAIDS headquarters, Avenue Appia 20, Geneva in the UNAIDS/WHO Building. Bidders must notify UNAIDS by Thursday, 01 October 2009, 18:00 if they intend to attend in one or both bid openings.

Notification of bid openings scheduling will be made by email to those bidders who has notified UNAIDS of their intent to attend the opening(s).

2.7 Experience Requirements

Only proposals from firms demonstrating previous experience in the performance of services similar to those contemplated herein shall be considered.

1. The bidder shall have had at least five (5) years of continuous experience in providing IT service continuity planning efforts.
2. During the time period stated in (1) above, the bidder shall demonstrate satisfactory performance of at least one contract for business continuity planning similar to that of this proposal.
3. The team working on the project must have the appropriate skillsets necessary to successfully complete the projects which include a combination of the following skills:
 - I. Professional education/certification in business continuity planning with emphasis on IT services
 - II. Professional education/certification in IT service continuity planning/IT disaster recovery planning
 - III. Excellent writing and editing skills, strong communications skills
 - IV. Prior experience with IT service continuity planning/management
 - V. Prior experience with facilitating processes

- VI. Prior service or IT recovery planning
- VII. Skills to lead multi-disciplinary workgroups

2.8 Evaluation of Proposals

A three phased process will be utilized for the evaluation of the proposals with evaluation of the technical offer being completed prior to any financial offer being opened and compared. The financial offer of any proposal will be opened only for those firms/institutions whose technical offer meets the requirements for the assignment. The total number of points which a firm/institution may obtain for both the technical and financial offers is [120].

2.9 Phase I – Preliminary Technical Evaluation

In phase I, a desk review of all the bids will be performed by an internal evaluation committee based on the following criteria and bidders meeting the technical threshold of 60 points will be proceed to the second phase.

Technical Evaluation Criteria		
No.	Description	Maximum Points
1	The bidder's general reliability as well as experience and capacity to fulfill the requirement as described in this RFP.	10
2	The approach in responding to the requirements as described in the RFP and the detailed work plan (40 points)	40
3	The qualifications and competence of the personnel (including project manager) proposed for the assignment. The personnel will be rated in accordance with: <ul style="list-style-type: none"> a) general qualifications (30 points), b) suitability for the assignment (50 points), c) their language qualifications and experience in the region (20 points). 	50
Total (minimum score of 60 required)		100

2.10 Phase II – Final Technical Evaluation

The purpose of this phase is to allow bidders to present their respective solutions, associated project management and elaborate in more depth on the requirement and solution and to consequently allow UNAIDS to review and confirm the evaluation results completed during Phase I and if necessary make update accordantly. In this regard, bidders who have met the minimum technical threshold of 60 points in Phase I will be invited for the presentation of technical proposals. The presentation would be limited to 60 minutes, and would include only the material contained in the bidder's proposal. The presentation would be followed by 30-minutes questions and answers session lasting approximately 30 minutes. The bidder's staff providing the presentation shall be led by the proposed Project Manager, who may be supported by no more than three other staff members who have been proposed to work on this project.

It should be noted that bidders proposed to make presentations may be given short advance notice and notification for the presentation scheduling will be made by email.

2.11 Phase III - Financial Evaluation

The bidder's financial offer will only be evaluated if after the Phase II evaluation of the technical offer achieves a minimum of 60 points. Proposals failing to obtain this minimum threshold will not be eligible for further consideration.

The maximum number of points for the financial offer is 20. This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

A = (B x C)/D, where:

A = the points for the financial offer of a proposal being evaluated

B = the maximum number of points for the financial offer

C = the lowest financial offer from the shortlisted bidders

D = the price of proposal being evaluated

Please note that UNAIDS is not bound to select any of the bidders submitting proposals. Furthermore, since a contract will be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, due consideration being given to UN general principles, including economy and efficiency, UNAIDS does not bind itself in any way to select the firm/institution offering the lowest price.

2.12 Contractual and Bidding Conditions

Details of the contractual and bidding conditions are to be found in Annex III (**Annex III - Terms and Conditions**). These provide the conditions for the submission of Proposals in response to this RFP as well as forming the basis of any subsequent Contract(s) that may be concluded in relation to this RFP.

Please note that UNAIDS reserves the right not to award a contract to any vendor who does not accept the terms and conditions defined in Annex III.

2.13 Commissioned elements

Although the proposal covers two Stages (please see Section 3 for details of the Stages), UNAIDS may decide not to award any contract, award only one Stage or award one Stage to one bidder and the other Stage to another bidder. In accordance with this RFP, by submitting a bid, bidders agree to accept a contract for any one or more of the Stages.

The bidders' costs for participation in the tendering cannot be charged to UNAIDS. By responding to the RFP, Bidders accept the general and specific conditions for the execution of the present project, and are willing and able to execute the work within the given time frame.

2.14 RFP Process Schedule

The following table represents the current planning and is subject to changes.

Phase	Description	Date
1	Issuance of the RFP	31/07/2009
2	Acknowledgement of intent to bid	14/08/2009

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4	Receipt of offers (Closing Date)	01/10/2009
5	Public opening of the technical proposals	06/10/2009
6	Analysis of offers (internal evaluation)	30/10/2009
7	Notification of bidders for presentation	04/11/2009
8	Presentation sessions questions and finalization of offer	30/11/2009
9	Opening of the financial proposals	07/12/2009
10	Final selection of contractor(s)	06/02/2010
10	Letter of intent to the selected contractor(s)	08/02/2010
11	Contracts finalization, necessary purchase order(s), signing of contracts	27/02/2010

SECTION 3 - PROJECT SCOPE

The work to be completed and provided by the successful bidder is described in detail in Annex I – Project Scope. The scope of the work is divided in two major components referred to herein as “Stage”:

1. Stage I – Development IT Service Continuity Strategy
2. Stage II – Development of IT Service Continuity Plans

The work for Stages II is dependent on the work of Stage I, hence Stage I needs to be completed, delivered, accepted and approved by UNAIDS before Stage II can begin. Please refer to Annex II - Acceptance Process for details on the acceptance process.

SECTION 4 - CONTENT OF PROPOSAL

1. The content of your technical and financial proposals must be in English and must be presented using the templates provided within this RFP (**Annex IV – Technical Officer** and **Annex V – Financial Offer**) and the financial and technical offers must be on separate sealed envelopes.
2. Bidders must also date, sign, and return the Acceptance Form (**Annex VI – Acceptance Form**) enclosed with this RFP as part of their financial offer.
3. For the technical officer, bidders must submit three (3) copies of the technical proposal clearly marked. The copies must be labelled “Master Copy” “Copy 1” and Copy 2”. The Bidder must ensure that the content of all copies is identical.
4. The response must demonstrate compliance with the experience requirements listed above in Section 2.3.
5. All the listed questions/information requested must be provided and answered. Failing to provide the requested information may result in elimination of the bidder without any further analysis.
6. The response and description of services must be comprehensive, and focused on the information that is requested in the RFP. In particular, bidders must describe the particular advantages/disadvantages of their solution and methodology, especially for those aspects specifically requested in the RFP.
7. The response must demonstrate the project team’s competence in planning IT service continuity. The team should be comprised of subject matter experts including disaster recovery planners, competent writers, and process facilitators.
8. The response must describe the management approach to be taken for the performance of the required services.
9. The response must describe the approach that will be used for ensuring the quality of the work product to be produced.
10. Sales literature and brochures will not be accepted.

SECTION 5 - MILESTONES AND DEADLINES

As part of the response, bidders must include a proposal for the implementation schedule for their work. Work should be estimated to commence after the receipt by the selected bidder of a letter of intent from UNAIDS. The following implementation schedule is that currently envisaged by UNAIDS, but bidders may propose alternatives to this schedule. Dates identified as “Deadline” are fixed dates and bidders must take these into account in their proposed implementation schedule and demonstrate that they are able to meet these deadlines.

Milestones	Descriptions
MA	Start of the project. Reception of the official letter of intent to contract. Expected date: 02/01/2010
M1	Completed Project Initiation and Project Plans (Stage I) MA + 3 month
M2	Stage I Completed M1 + 4 months,
M3	IT Service Continuity Strategy is approved by UNAIDS M2 + 2 month
M4	Completed Project Initiation and Project Plans (Stage II) M3 + 2 month
M5	Stage II completed M4 + 4 months
M6	IT Service Continuity Plans is approved by UNAIDS M5 + 1 month

SECTION 6 - CURRENT INFORMATION TECHNOLOGY SERVICES

Information Technology (IT) services at UNAIDS Secretariat are coordinated through the Information Management and Technology (IMT) Division in the Department of Resources Management (DRM). Annex VI – Current IT Services & IT Infrastructure illustrate the current IT services provided by IMT and the current IT infrastructure used to host and deliver the services.

Annex I - Project Scope

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SECTION 1 - PROJECT SCOPE

1.1 Scope & Delivery of Work

The work to be completed and provided by the successful bidder (hereinafter referred to as “Contractor”) is described in the following scope of work and deliverables. The scope of the work is divided in two major components referred to herein as “Stage”:

- o Stage I – Development IT Service Continuity Strategy
- o Stage II – Development of IT Service Continuity Plans

The work for Stages II is dependent on the work of Stage I, hence Stage I needs to be completed, delivered, accepted and approved by UNAIDS before Stage II can begin. Please refer to *Annex I - Acceptance Process* for details on the acceptance process. .

1.2 Scope of Stage 1 – Development of IT Service Continuity Strategy

The objective of this Stage is to develop IT Service Continuity Strategy which outlines the approach that UNAIDS IMT will need to take to ensure the continuity of IT services in the event a disaster or indeterminate loss of UNAIDS IT infrastructure at headquarters, regional and country offices. The strategy shall meet all business requirements and shall include risk reduction measures, recovery/continuity options and recovery priorities in support of the business requirements.

The Contractor is to develop the IT Service Continuity Strategy which will be based, but not limited to, the following factors:

1. Business Impact Analysis (BIA) – The Contractor is to conduct a candid business impact analysis to review and evaluate UNAIDS’ existing IT services and IT infrastructure including identification of the associated business areas, the criticality and importance to the business process. The business impact analysis shall be conducted through interview, questionnaires, workshops and evaluation of existing infrastructure. The result of the analysis shall cover all of UNAIDS’ requirements and expectations for IT Service Continuity including but are not limited to the following:
 - a. A list of IT services required to run UNAIDS’ business processes and functions including the interdependencies between services and the operating effects of the services in the event of interruption.
 - b. The duration of time and a service level within which minimum level of facilities and IT services should be recovered (Recovery Time Objective (RTO)) in the event of disaster or prolonged service disruption.
 - c. The business acceptable amount of data lost measured in relation with time (Recovery Point Objective (RPO)) in the event of disaster or prolonged service disruption.
 - d. The relative business recovery priority for each of the IT Services categorized in the following:
 - i. Mission critical services
 - ii. Critical services
 - iii. Essential services
 - iv. Secondary services (post recovery).
 - e. Alternative for achieving the desired state

- f. List of strategic recommendations that are imperative for the next steps to position the current state of the IT infrastructure and facilities to meet the IT Service Continuity strategy. This recommendation should encompass the perspective of people, processes, facilities technology, organization and integration.
 - g. Areas that need quick improvements to prevent or prepare for minor disasters or service interruptions.
 - h. Gap analysis of the current state and desired future state.
2. Risk Assessment/Analysis – The Contractor is to conduct a candid risk assessment/analysis to identify and assess potential threats to the continuity of IT services, the likelihood that threats will actually occur, the level of the threat and the extent to which UNAIDS is vulnerable to that threat. The assessment shall include the evaluation the existing physical and environment controls, and assessing their adequacy relative to the potential threats. The results of the analysis shall include, but not limited to the following:
- a. Identification of the physical and environmental controls, vulnerabilities and criticalities of the services
 - b. Identification of the nature and source of potential service disruption events (threats) that pose risk to the continuity of IT services.
 - c. Identification of the consequences of the disruption events in terms of their impact on the organization.
 - d. Identification of resources to support/maintain business continuity (including estimated cost to the resources) in the event of disaster or service disruption.
 - e. Determination of the communication requirements before, during and after a disruption.
 - f. Strategies to mitigate the occurrence of the risk
 - g. The risks assessed shall include but not limited to:
 - i. Lost of IT Service(s) (including data, voice, video conference, etc.)
 - ii. Loss of Internal IT systems/networks
 - iii. Loss of access to the UNAIDS premises and surrounding area
 - iv. Loss of building
 - v. Denial of access to the building for a limited time
 - vi. Loss of key staff
 - vii. Loss of key dependencies
 - viii. Failure of service providers
 - h. The threats analyzed shall include but not limited to:
 - i. Flood
 - ii. Fire
 - iii. Power failure

- iv. Weather damage
- v. Arson and vandalism
- vi. Environmental disaster
- vii. Catastrophic system failure
- viii. Viruses, malicious software

1.2.1 Stage I Deliverables - Delivery of IT Service Continuity Plans

Stage I deliverables by the Contractor shall include, but not limited to, the following:

Ref.	Deliverable	Acceptance
D1	Document: Detailed Project Initiation Document that details the strategy and the steps will be taken to perform Stage I including context, scope, timelines, organization, communication, documentation, risks, tracking and acceptance. This document shall also include all the key staff at UNAIDS that will be required to provide information and approve the final IT Service Continuity Strategy.	Document acceptance process
D2	Document: Detailed project plan for Stage I and provide subsequent updates of the plan on a bi-weekly basis.	Document acceptance process
D3	Document: Detailed Business Impact Analysis Plan	Document acceptance process
D4	Document: Detailed Business Impact Analysis Report documenting the finding of the analysis.	Document acceptance process
D5	Document: Detailed Risk Assessment Plan	Document acceptance process
D6	Document: Detailed Risk Assessment Report	Document acceptance process
D7	Document: IT Service Continuity Strategy document	Document acceptance process
D8	Document: Gap Analysis Report documenting the analysis of the current state and the desired future state.	Document acceptance process
D9	Document (MS PowerPoint): Summary of IT Service Continuity Strategy	Document acceptance process
D10	Presentation: A presentation of the strategy to UNAIDS management for subsequent approval	Document acceptance process
D11	Document: Revision of the IT Service Continuity Strategy and summary of the same in PowerPoint document after receipt of comments from UNAIDS management.	Document acceptance process
D12	Document: Provide bi-weekly project progress reports indicating the status of individual tasks, activity to date, next steps and any issues and concerns.	Document acceptance process

D13	Document: Meeting Minutes, for all meetings on the projects, interviews and workshops. Meeting minutes will note the agenda, decisions made, and any work assignment. The latter will include the nature of the assignment, accountability, and timeframe for completion.	Document acceptance process
D14	Project documents: Binder with all project documents (meeting minutes, relevant notes, project documentation, project plan, project management)	Minutes acceptance process, Document acceptance process

1.3 Scope of Stage 2 – Development of IT Service Continuity Plans

The objective of this Stage is to develop IT Service Continuity Plans that detail the necessary information needed for IT services and facilities to be reinstated within the required period (RTO/RPO). The plans must also define the basic conditions under which it applies, as well as communication mechanisms.

The Contractor is to develop the IT Service Continuity Plans and the factors that are needed to be addressed in the plans shall include, but are not limited to the following:

1. A comprehensive IT Service Continuity Management Policy and Guidelines document for the support the long-term administration and maintenance of the IT Service Continuity Strategy. The policy shall include, but not limited to the following:
 - a. Backup and Recovery
 - b. Media Management
 - c. Maintenance
 - d. Testing
 - e. Risk Management
 - f. Audit and Verification
 - g. Naming Convention
 - h. Roles and Responsibilities (individual and organization)
2. IT Infrastructure Strategy Plan to position the IT infrastructure to support the IT Service Continuity Strategy. The IT Infrastructure Strategy Plan must be based on the review and evaluation of the existing information technology infrastructure, connectivity architecture and recommendations. The strategy shall encompass the perspective of people, process, technology, organization, and integration.
3. A comprehensive IT Service Recovery Plan that details recovery activities for IT services, facilities and resources to ensure that continuity of IT services can be provided in accordance with the business requirements. The recovery plans shall include, but are not limited to the following:
 - a. Recovery option taken and reason for the approach
 - b. Detailed recovery procedure for each IT service as required
 - c. Resilience measures and the measures that have been put into place to enable recovery.
 - d. Roles and responsibilities of individuals and organizations

- e. Supporting information including strategy, invocation, interfaces and dependencies on other plans, guidance, recovery team
- 4. Training requirements to manage and operate the IT Service Continuity Plans
- 5. Develop a test strategy to evaluate the effectiveness of the IT Service Continuity Plans, as prepared by the Bidder.

1.3.1 Stage II Deliverables – Delivery of IT Service Continuity Plans

Stage I deliverables by the Contractor shall include, but not limited to, the following:

Ref.	Deliverable	Acceptance
D1	Document: Detailed Project Initiation Document that details the strategy and the steps will be taken to perform Stage I including context, scope, timelines, organization, communication, documentation, risks, tracking and acceptance.	Document acceptance process
D2	Document : Detailed project plan for development Stage II and subsequent updates of the plan bi-weekly basis.	Document acceptance process
D3	Document: IT Service Continuity Management Policy and Guidelines	Document acceptance process
D4	Document: IT Infrastructure Strategy Plan	Document acceptance process
D5	Document: Detailed IT Service Recovery Plans	Document acceptance process
D6	Document: Test Strategy documenting the strategy for testing the IT Service Recovery Plans.	Document acceptance process
D7	Document: Training Requirement documenting training required to manage and operate the IT Service Continuity Plans.	Document acceptance process
D8	Document (MS PowerPoint) : Summary of IT Service Continuity Plans	Document acceptance process
D9	Presentation: A presentation of the plans for subsequent approval by the UNAIDS management.	Document acceptance process
D10	Document: Provide bi-weekly project progress reports indicating the status of individual tasks, activity to date, next steps and any issues and concerns.	Document acceptance process
D11	Document: Revision of the IT Service Continuity Plans and Summary PowerPoint documents after presentation of the plans and receipt of comments from UNAIDS management.	Document acceptance process
D12	Document: Meeting Minutes, for all meetings on the projects, interviews and workshops. Meeting minutes will note the agenda, decisions made, and any assignment. The latter will include the nature of the assignment, accountability, and timeframe for completion.	Document acceptance process

RFP for IT Service Continuity Planning - Annex I: Project Scope

D13	Project documents: Binder with all projects document (meeting minutes, relevant notes, project documentation, project plan, project management)	Minutes acceptance process, Document acceptance process
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Annex II – Acceptance Process

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ACCEPTANCE PROCESSES

1.0 GENERAL ACCEPTANCE PROCESS

This annex describes the acceptance process that UNAIDS will follow for Deliverables, Stages and Milestones throughout the IT Service Continuity Planning project. UNAIDS reserves the right not to award a contract to any vendor who does not accept the terms and conditions for acceptance defined in this Annex.

1.1 General acceptance process applicable to all work packages

As specified in the Request for Proposals, the work will be divided into two Stages. Each Stage has several deliverables.

1.1.1 Reception of Deliverables

As deliverables are produced and delivered to UNAIDS, UNAIDS will review them and notify the contractor of any problems identified in accordance with the acceptance process defined based on the type of deliverable. The acceptance procedure for a deliverable is based on the type of deliverable (i.e. minutes, documents, etc); acceptance procedures are detailed in 2.2 below.

1.1.2 Acceptance of Stage

No work shall begin on the next Stage until UNAIDS has accepted and approved all the deliverables for the previous Stage.

No payment shall be made for any deliverables in a Stage until the Stage or milestone is complete and accepted by UNAIDS.

1.1.3 Modifications

UNAIDS reserves the right to modify the initial requirements. Extra work resulting from any modifications must be executed by the contractor at the prices and conditions stipulated in the contract.

In any case, technical modifications concerning the project must be discussed in advance with the project management and document must be updated accordingly.

The contractor must update all plans and document due to modifications. The contractor will be liable for all problems resulting from neglecting this duty.

1.1.4 Non-acceptance of delivery

If any deliverable is not in accordance with the original requirements or UNAIDS is not otherwise satisfied, the contractor agrees to promptly implement any required adjustment within five (10) working days unless otherwise extended in writing by UNAIDS, which time extension shall not be unreasonably withheld based on the circumstances required to affect the adjustments.

In the event that UNAIDS does not accept any deliverable, then UNAIDS has the following options:

- to require additional work to be performed in order for the deliverables to be acceptable;
- not to pay for the full amount foreseen for an acceptable deliverable, but to pay part of that amount corresponding to its estimated value; and/or
- to terminate the contract, as per the termination clauses established in the contract.

2.0 STAGES AND TYPE OF DELIVERABLES

2.1 Stages

A Stage includes a set of activities and tasks to be performed by the contractor that will lead to deliverables.

Activities and tasks performed by the contractor during a Stage shall be managed by the contractor and overseen by UNAIDS. Such activities include but are not limited to workshops, interviews and implementation tasks. During the performance of the activity or task, the UNAIDS control process is referred to as **activity management**.

Stages are scheduled in a timeframe with milestones. The engagement of the contractor is to deliver the commissioned work at a satisfactory level that is accepted by UNAIDS within the timeframe. Failure to deliver any Stage satisfactorily within an agreed upon timeframe may lead to penalties. Penalties will be discussed and agreed when the contract(s) is (are) finalized.

2.2 Deliverables and acceptance

The following acceptance processes shall be followed for each type of deliverable.

2.2.1 Minutes acceptance

Minutes are one type of deliverable. The contractor shall prepare minutes of all meetings, workshops and interviews held with UNAIDS. Minutes shall be submitted in electronic format. The acceptance procedure for minutes is designed to ensure that all meetings, workshops and interviews with UNAIDS staff are recorded accurately and that any miscommunications that might arise are clarified promptly to ensure that work depending on the outcome of such meetings, workshops and interviews is delivered successfully.

The acceptance procedure for minutes shall be as follows:

1. The minutes shall be completed and submitted to UNAIDS within two (2) working days of the meeting or workshop.
2. UNAIDS shall advise the contractor of any changes within two (2) working days of receipt of the minutes.
3. Once advised of any changes required by UNAIDS, the contractor shall have two (2) working days to make the changes and resubmit the minutes to UNAIDS.
4. UNAIDS shall have two (2) working days to inform the contractor whether or not the deliverable has been accepted; in the case of non-acceptance of the deliverable by UNAIDS, the deliverable shall be subject to the non-acceptance procedure outlined in section 1.1.4.

2.2.2 Document acceptance

Majority of deliverables in a Stage constitute documents other than minutes. Documents are more substantial than minutes and are the result of independent work carried out by the contractor. Documents may include but are not limited to design or architecture specifications, project plans, analysis reports, assessment reports, presentation documents and risk management plans. Documents shall be submitted in electronic format. If a document is updated in a later Stage of a work package, the later version will also be subject to a full document acceptance procedure.

The acceptance procedure for documents shall be as follows:

1. The contractor shall notify UNAIDS ten (10) working days prior to the delivery of a document to UNAIDS. UNAIDS requires this notification period to prepare staff for the review of the deliverable. Failure to notify UNAIDS in advance of delivering could lead to delays and ultimately to any agreed penalties for late delivery.
2. UNAIDS shall have five (5) working days to review the document and communicate required changes or corrections to the contractor.

3. The contractor shall have two (2) working days to re-submit the deliverable to UNAIDS for acceptance.
4. UNAIDS shall have five (5) working days to inform the contractor whether or not the deliverable has been accepted; in the case of non-acceptance of the deliverable by UNAIDS, the deliverable shall be subject to the non-acceptance procedure outlined in section 1.1.4.

2.2.3 Implementation acceptance

Some deliverables comprise actual implementation work such as conducting analysis or assessment, interviewing key users and conducting workshops. The acceptance procedure for implementation shall be as follows:

1. During the implementation, UNAIDS' activity management performed during the Stage indicates that work is being carried out to a level of quality and timeliness that will result in positive validation tests once implementation is complete.
2. If UNAIDS identifies issues during implementation that may not result in positive validation, UNAIDS shall notify the contractor. Both parties shall agree, as quickly as possible and within a maximum of two (2) working days, on corrective action to be taken and the contractor shall produce minutes (subject to minutes acceptance) and take action in accordance with the agreed procedure.
3. The contractor shall notify UNAIDS ten (10) working days prior to the completion of implementation. UNAIDS requires this notification period to prepare staff for the review and testing of the deliverable. Failure to notify UNAIDS in advance of delivering could lead to delays and ultimately to any agreed penalties for late delivery.
4. Upon delivery of the implementation, acceptance of the implementation requires that all associated documents also be delivered to and accepted by UNAIDS.
5. UNAIDS shall perform all validation tests agreed upon by UNAIDS and the contractor during the workshops. These validations must yield positive results. UNAIDS shall have ten (10) working days to inform the contractor whether or not the deliverable has been accepted; in the case of non-acceptance of the deliverable by UNAIDS, the deliverable shall be subject to the non-acceptance procedure outlined in section 1.1.4.

2.2.4 Stage acceptance

At the end of each Stage, a Stage report shall be produced and delivered to UNAIDS. This report shall constitute an updated set of all deliverables and documentation for that Stage, packaged on CD-ROM. Updates shall include any and all changes to previously accepted document so that these constitute an accurate and up-to-date representation of the state of the work by the end of the Stages, and reflect changes in documents, plans, implementation and any other changes required for the documents to be accurate and current.

The acceptance procedure for a Stage report shall be as follows:

1. The contractor shall notify UNAIDS ten (10) working days prior to the delivery of a document to UNAIDS. UNAIDS requires this notification period to prepare staff for the review of the deliverable. Failure to notify UNAIDS in advance of delivering could lead to delays and ultimately to any agreed penalties for late delivery.
2. UNAIDS shall have five (10) working days to review the Stage report and communicate required changes or corrections to the contractor.
3. The contractor shall have two (10) working days to resubmit the deliverable to UNAIDS for acceptance.
4. UNAIDS shall have five (10) working days to inform the contractor whether or not the deliverable has been accepted; in the case of non-acceptance of the deliverable by UNAIDS, the deliverable shall be subject to the non-acceptance procedure outlined in section 1.1.4.

3.0 PAYMENT CONDITIONS

- 50.1 As a general rule, payment shall only be made after work has been completed and accepted by UNAIDS.
- 50.2 Unless otherwise agreed, payment shall, as a general rule, be made within 90 days following the date of submission of an invoice, provided such invoice has been accepted by UNAIDS.
- 50.4 Should an eventual contract cover more than one stage, payment schedules shall be treated separately and independently for each stage; each Stage shall have a total price; the sum of the prices of the Stages shall total the price of the contract.
- 50.5 Subject to those conditions, UNAIDS proposes to pay for work carried out once a Stage is complete and subject to acceptance by UNAIDS. Payment would normally be made within 30 days of the submission of an invoice. Such payment conditions are subject to agreement between the parties, and will be specified in detail in any contract.

Final acceptance of the work of the contract

- 53.1 Upon the Contractor's acceptance without reservation of the payment of all balances for all stages of the contract, UNAIDS shall automatically be deemed to be fully discharged by the Contractor of any further claim based on the Contract, except perhaps in relation to agreed other services.

4.0 WORK AT ADDITIONAL COST

- 54.1 Unforeseen work can only be executed on the written authorization of UNAIDS.
- 54.2 The rates for all main and extra work must cover all cost aspects, such as travel cost, utilization of tools and/or auxiliary materials.
- 54.3 The rates are applicable for the type of work or activity and not for the level of qualification of the technical worker.
- 54.4 Extra work has to be reported on a weekly basis and must be agreed by project management.
- 54.5 Unless otherwise agreed by UNAIDS in writing, extra work has to be invoiced at the end of each month. UNAIDS will not pay for any work carried out in the preceding month and not invoiced.
- 54.6 No extra costs can be claimed on the basis that the work had to be carried out in Stages.

Annex III: Terms and Conditions

Version: 2.00

Last Revision Date: 2009-07-30

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TERMS AND CONDITIONS

UNAIDS reserves the right not to award a contract to any vendor who does not accept the terms and conditions defined in this Annex.

1. RESPONSES TO THE RFP

General conditions of responses

- 1.1 Bidders are required to hold proposals valid for at least 120 days from the deadline for submission.
- 1.2 Any expenses incurred in formulating a Proposal to this RFP will be borne by, and are the sole responsibility of, the bidder. This includes any costs and expenses associated with any preliminary by bidders in order to respond to this RFP. The bidder shall not be compensated for any costs incurred in relation to the submission of a Proposal. Furthermore, the Contractor shall draw up, at his own expense, all plans, drawings and other documents necessary for carrying out of the Contract as may be awarded to him.
- 1.3 Bidders are expected to examine all instructions, forms and specifications associated with this RFP. Failure to furnish all information required by the RFP and associated documents, or submission of a Proposal, which does not comply with these documents, will be at the bidder's risk and may affect the evaluation of the proposal. Should the bidder have any reservation as to the adequacy of the technical specifications set out in this RFP to meet UNAIDS requirements, attention should be drawn to this in the bidder's proposal, and a solution meeting those requirements put forward by the bidder.
- 1.4 Through the submission of a Proposal, the bidder automatically confirms that he is, without exception, capable of fulfilling all the obligations of the Contract that may be entered into, and that he has received and taken due note of all information required for that purpose. Consequently, the Vendor shall not be able to claim any errors or omissions in the plans and various documents of the RFP, or that the sense of the provisions thereof has not been fully understood.
- 1.5 Bidders must be prepared to provide proof of adequate insurance covering their employees (and those of any partners and/or sub-contractors) when on UNAIDS premises, as well as proof of adequate third party liability insurance and any other insurance coverage which may be required pursuant to UNAIDS General terms and conditions.
- 1.6 The selected bidder must assign qualified persons to the work to be carried out. These persons must not be changed during the implementation of the project.
- 1.7 The following documents are provided as part of the RFP process:
 - List of Vendors in Receipt of RFP
 - Request for Proposals – Main Document
 - Annex I - Project Scope
 - Annex II - Acceptance Processes
 - Annex III - Terms and Conditions
 - Annex IV - Technical Officer
 - Annex V - Financial Offer
 - Annex VI - Current IT Services and Infrastructure
 - Annex VII – Acceptance Form

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- 1.8 Every Proposal must be signed and dated by the bidder (or Prime Contractor) and be received by UNAIDS by the Closing Date and Time. No consideration will be given to Proposals which:
- are obviously unrealistic (e.g., due to an obvious discrepancy between the Proposal and the RFP);
 - fail to satisfy the requirements;
 - are received after the Closing Date and Time;
 - are inadequate in regard to content and samples submitted; and/or
 - show inadequate ability, experience or financial strength.
- 1.9 Proposals shall not be taken into consideration, unless they are submitted by using any and all special forms and/or documents, which have been provided by UNAIDS to the Vendors for that purpose.
- 1.10 The Proposals shall be opened on the date and at the time specified by UNAIDS, by an authorized representative of the Organization. Depending on the estimated contract price, the opening of the Proposals may be either public or private.
- 1.11 The information contained in this RFP and any other information furnished by UNAIDS as part of the RFP process, must be treated as confidential and no use, other than for the purpose of responding to this RFP, is authorized. Bidders shall maintain the confidentiality of all documents and information received in the course of this RFP process. Bidders shall ensure observance of this confidentiality obligation by their employees, consultants, sub-contractors, agents, and other persons to whom disclosure needs to be made for the purpose of submitting a proposal under this RFP to UNAIDS and shall indemnify and hold harmless UNAIDS for any claims and liabilities resulting from the breach of this obligation.
- 1.12 UNAIDS reserves the right to have all material provided to bidders returned at the end of the RFP process.
- 1.13 All documents provided by bidders to UNAIDS in respect of this RFP will be treated as confidential.
- 1.14 Any intention to subcontract aspects of any eventual contract must be specified in detail in the tender submitted. Information concerning the subcontractor, including the qualifications of the staff proposed for use must be covered with same thoroughness as the prime contractor. No subcontracting will be permitted under any eventual contract unless it is proposed in the initial submission or formally agreed to in writing by UNAIDS at a later time. In any event, the total responsibility for the contract will rest with the prime contractor.
- 1.15 Should bidders wish to form a consortium for the purposes of responding to this RFP, bidders must indicate to UNAIDS with whom they propose to “partner” and which “partner” in the consortium will take the lead as “prime contractor” for the purposes of this RFP. This information (including company name, address, telephone, fax number and e-mail address) must be provided to UNAIDS, together with the name and title of the relevant duly authorized officer with signing authority. Without prejudice to the individual responsibility of each partner/subcontractor, the prime contractor shall 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, both towards UNAIDS and third parties.
- 1.16 Vendors must specify in the Proposal the time limits within which they will complete the work and provide the services covered by the RFP.
- 1.17 Vendors must specify in their bid if there are clauses in this terms and conditions and in general within RFP that they cannot accept.

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- 1.18 UNAIDS reserves the right to split the bid and award separate Contracts for parts of the work, components or items, to different bidders of its choice; should this be the case, the pricing conditions for each part shall remain unchanged.
- 1.19 UNAIDS reserves the right to award the Contract(s) for only part of the work and/or for part of the items quoted for.
- 1.20 UNAIDS reserves the right to award the Contract(s) on the basis of the Programme's particular objectives and needs
- 1.21 UNAIDS reserves the right to award the Contract(s) to one or more the bidder(s) of its choice, even if not the lowest bid(s)
- 1.22 UNAIDS reserves the right not to award any Contract at all
- 1.23 UNAIDS reserves the right to negotiate any special terms and conditions, including alterations to the scope of the work, with any bidder(s) meeting the minimum technical threshold.
- 1.24 UNAIDS reserves the right to enter into contract price negotiations with one or more of the bidders who have met the minimum technical threshold.
- 1.25 In addition to the procedures related to evaluation of bids as detailed in this RFP, UNAIDS may, at its discretion, ask any bidder for clarification of any part of its proposal to assist in the examination, evaluation and comparison of proposals. The request for clarification and the response shall be in writing. No change in price or substance shall be sought, offered or permitted during this exchange.

Pricing Conditions

Fixed Prices (Lump Sum)

- 2.1 All main and extra work must be calculated for service to be provided. All necessary extra charges have to be taken into account.
- 2.2 The bidder must note any reservations concerning the requirements and specifications set forth in the Request for Proposals and must propose a complete solution in response to the RFP.
- 2.3 In the event the Vendor quotes a fixed price for the work, series of works, services supplies, any amount by which the fixed price is exceeded shall be borne by the Vendor. UNAIDS, on its part, shall honour the fixed price award even if that amount is not reached. A fixed price shall only be awarded if the work is based on clearly defined and complete information (detailed descriptions, plans and/or other documents).
- 2.4 If, before or during the execution of the work, UNAIDS requires amendments to the Contract, which result in changes in the quantities or the execution as set out in the estimate, the parties shall reach an agreement on equitable price increases or decreases.

Unit Price

- 3.1 Unit prices shall apply to works properly carried out until their acceptance. In the absence of any provision to the contrary, the Vendor shall not be entitled to any compensation for additional works, transportation, machines and materials, nor for other similar services.
- 3.3 Charges for work not foreseen in the Contract must be agreed between the parties before such work is carried out. These charges shall be determined on the same basis as the prices contained in the Proposal. Any charges for such work must, in any event, be related to the prices charged for work covered by the Contract. In the event no agreement is reached, UNAIDS will be free to commission the work from another company. In this particular case, the initial contractor cannot claim for any damages.

Applicable Pricing Conditions

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- 4.1 Prices quoted in the Proposal must be net, and must reflect all tax exemptions to which UNAIDS is entitled by virtue of the privileges and immunities it enjoys. VAT is not normally applicable, but must be shown separately if it is to be charged. Prices quoted must be in US Dollars (USD) or in the currency of your home country.
- 4.2 Unless otherwise specified, prices must be fixed and not open to revision. If the RFP allows for possible price revisions, the basis for, and other provisions applicable to, such revisions must be clearly set out, including in regard to the criteria employed (e.g., price indices), and shall, wherever possible, refer to official documents originating from government authorities.

Technical Project Management

- 6.1 Project responsibilities for UNAIDS and the selected bidder will be specified in any Contract between the parties.
- 6.2 The coordination of interventions, as well as the handling of technical details, is the responsibility of the selected bidder.
- 6.3 The selected bidder must take into account that their offer should include a local project manager who will be in charge of coordinating work.

Contractual Conditions

- 7.1 This RFP, together with the selected bidder's Proposal, shall also form an integral part of the Contract, it being understood that any and all of the bidder's (including bidder's partners) general and other contractual terms and conditions, regardless of whether they are included or referred to in the Proposal, invoices or other documents accepted by UNAIDS, will by this reference automatically be excluded from the Contract and shall have no force and effect whatsoever between the parties unless, but only unless and only to the extent any such terms or conditions have explicitly been agreed to by UNAIDS in writing.
- 7.2 Any Contract(s) or order(s) resulting from this RFP shall include UNAIDS General Terms and Conditions.
- 7.3 Except as provided in 7.5 below, all clauses of the Contract shall be final and binding. Except as explicitly provided in the Request for Proposals and/or these General Conditions, neither of the contracting parties shall have the right to withdraw its acceptance of any of these clauses.
- 7.4 The order of precedence of the documents forming the Contract shall be as follows:
 - the text of the Contract or order form
 - the technical specifications
 - the description of the work to be done
 - any special conditions explicitly agreed by the parties in writing
 - any special conditions incorporated in the Request for Proposals
 - these General Conditions of Contract, and standard general and contractual conditions of UNAIDS
 - such plans as may be drawn up by UNAIDS
- 7.5 Any and all of the Vendor's general and other contractual terms and conditions, including those of the Vendor's sub-contractors or other partners, regardless of whether they are included or referred to in the Proposal, invoices or other documents accepted by UNAIDS, are by this reference explicitly excluded from the Contract and shall have no force and effect whatsoever between the parties.

Consortium of Firms

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- 8.1 In the event several firms form a consortium or a temporary association for the purpose of carrying out the Contract, they must designate a representative (i.e., a "Prime Contractor") duly empowered to deal with UNAIDS, in such a way that UNAIDS, in dealing with the Prime Contractor alone, shall be deemed to have dealt with all the firms in question. Paragraph 7.3 above shall mutatis mutandis apply to the Prime Contractor.

Working Conditions

- 9.1 For the entire duration of the Contract, the Contractor shall undertake to abide by any and all applicable labour/employment rules and regulations.

Work Schedule

- 10.1 The Contractor shall not commence work before the commencement date specified in the Contract, or, in the absence thereof, before having received UNAIDS' written request to that effect.
- 10.2 The Contractor shall cooperate with UNAIDS in the coordination of all work to be carried out, and shall provide all information in the manner stipulated.

2. GENERAL TERMS AND CONDITIONS

General information

- 11.2 Services under any eventual contract will be supplied on a fixed-price basis in US Dollars (USD) or in the currency of your home country. The contract to be concluded with the selected Contractor will include provisions as set forth in this section.
- 11.3 Note that UNAIDS **is acting in good** faith by issuing this RFP. This document is a sample only and does not obligate UNAIDS to contract for the supply of any products or services. These conditions are in reference to any eventual contract(s).

Legal Status

- 12.1 The Contractor shall be considered as having the legal status of an independent contractor and as such there will be no employer/employee relationship between UNAIDS on the one side and the contractor or any person used by the Contractor on the other side. Any eventual contract does not constitute a partnership between UNAIDS and the contractors, or constitute either Party as the agent of the other. Thus the Contractor shall be solely responsible for the manner in which the work is carried out. UNAIDS shall not be responsible for any loss, accident, damage or injury, including, but not limited to, damages to test equipment, spare parts and other property, suffered by the Contractor or persons or entities claiming under the Contractor, arising during or as a result of the implementation or execution of any eventual Contract, including travel, whether sustained on UNAIDS premises or not. The Contractor shall obtain adequate insurance to cover such loss, accident, injury and damages, before commencing work on any eventual Contract. The contractor shall be solely responsible in this regard and shall handle any claims for such loss, accident, damage or injury.

Relation between the Parties

- 13.1 The Contract does not constitute a partnership between the Parties or to constitute either Party as the agent of the other.

Sub-Contractors

- 14.1 Except as agreed in the Contract, the Contractor shall not assign nor sub-contract all or any part of the work to any third parties without UNAIDS' prior written approval.
- 14.2 UNAIDS shall, at its sole discretion, be entitled to reject any proposed assignment or sub-contracting, without having to give any justification in that regard.

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- 14.3 Notwithstanding any approved assignment and/or sub-contracting, the Contractor shall remain fully responsible for the work and the fulfilment of any and all obligations in that regard, both towards UNAIDS and towards third parties.

Waiver of breach

- 15.1 The waiver by an act, omission or knowledge of either, its agents or its employees of any provision or breach of any eventual contract shall not prevent subsequent enforcement of such provision or excuse further breaches.

Place of Performance

- 17.1 The planning work will be carried out on, or in proximity to, the UNAIDS headquarters in Geneva, Switzerland to allow frequent contact between the contractor and UNAIDS staff. In depth technical review sessions will be regularly scheduled with the view that UNAIDS staff will become fully conversant with the solution and able to maintain it after final delivery.

Work Schedule

- 18.1 The work must be carried out in the time specified, without halting or unduly interfering with the work of UNAIDS or other parties working for, or on behalf of, UNAIDS. The Contractor shall not be entitled to any form of compensation for work performed outside regular office hours, unless otherwise agreed, in writing between the parties.
- 18.2 A Contractor who fails to observe the specified time limits for reasons which are not outside his control shall be responsible for any and all resulting damages, including the reasonable claims of parties other than UNAIDS.

Language

- 19.1 The internals of the work performed for this project and management and contractual communications for this contract will be executed in English.

Title Rights

- 20.1 This is a work made for hire. UNAIDS shall be the owner of all intellectual property rights, including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the organization by the contractor.
- 20.2 UNAIDS reserves the right to revise the work, to use the work in a different way from that originally envisaged or to not use the work at all.

Confidentiality

- 21.1 Except as explicitly provided in the contract, the Contractor shall keep confidential all information marked "confidential" which comes to its knowledge during, or as a result of, the implementation and execution of the contract. Accordingly, the Contractor shall not use or disclose such information for any purpose other than the performance of its obligations under any eventual contract. The Contractor shall ensure that each of its employees and/or other persons and entities having access to such information shall be made aware of, and be bound by, the obligations of the Contractor under this paragraph. However, there shall be no obligation of confidentiality or restriction on use, where: (i) the information is publicly available, or becomes publicly available, otherwise than by any action or omission of the Contractor, or (ii) the information was already known to the Contractor (as evidenced by its written records) prior to becoming known to the Contractor in the implementation and execution of the contract; or (iii) the information was received by the Contractor from a third party not in breach of an obligation of confidentiality.

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- 21.2 The Contractor, its employees and any other persons and entities used by the Contractor shall furthermore not copy and/or otherwise infringe on copyright of any document (whether machine-readable or not) to which the contractor, its employees and any other persons and entities used by the Contractor have access in the performance of this Contract.

Supervision

- 22.1 UNAIDS may have the work supervised by a third party to the extent it deems necessary to ensure that the work carried out is in accordance with the terms and conditions of the Contract.
- 22.2 Supervision carried out by, or on behalf of, UNAIDS shall not relieve the Contractor of his obligations and shall in no way decrease his responsibility for the proper carrying out of the work or detract from his various obligations concerning the protection of persons and property.

Modifications

- 24.1 UNAIDS shall have the right to modify or delete requirements set forth in, or to add requirements to, the Contract. During the execution of the work, only UNAIDS shall furthermore be entitled to make such changes to the plans and specifications, as it deems appropriate or necessary.
- 24.2 The Contractor shall not be entitled to object to these modifications and/or changes or to claim any compensation for such modifications and/or changes in excess of the prejudice actually suffered by the Contractor as a direct result thereof.
- 24.3 The Contractor may not make any change to the specifications and/or plans without the agreement of UNAIDS, and shall comply with all additional instructions given to him by UNAIDS. In the event the Contractor considers that any modifications and/or changes to the Contract requested by UNAIDS during the course of the work might prejudice the work, he shall advise UNAIDS to that effect immediately and in writing.
- 24.4 In the event additional or supplementary work needs to be carried out, such work shall be the subject of an estimate based on the prices contained in the original Proposal. Such additional and supplementary work shall only be implemented after the corresponding estimate has been accepted in writing by UNAIDS.

Contractor's Responsibility

- 25.1 Responsibility for loss of, or damage to, the work and for similar risks, shall remain with the Contractor until the date of acceptance.
- 25.2 UNAIDS shall have no obligation whatsoever to insure the work and related equipment, material and/or other supplies, against any risk prior to acceptance.
- 25.3 The Contractor shall be responsible for the proper, prompt and error-free execution of the work.
- 25.4 Until final acceptance, the Contractor shall indemnify UNAIDS and hold UNAIDS harmless against any claim made by third parties for possible damages suffered on account of improper performance of the work. The Contractor shall continue to indemnify and hold UNAIDS harmless against such claims on account of improper maintenance, following final acceptance.
- 25.6 The Contractor shall take out adequate liability insurance with a reputable insurance company, and shall maintain this insurance coverage for as long as claims may be made against him. UNAIDS may at any time request to see the certificate of insurance with a view to verifying that the policy is in force and adequate for the purposes of the Contract.
- 25.7 The above mentioned insurance shall in no way limit the Contractor's responsibility and liability.
- 25.8 UNAIDS will not be held responsible for any damages caused during the execution of the installation, nor for loss of material nor tools until acceptance.
- 25.9 The selected bidder will be responsible for any damages caused by its staff.

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Liability

- 27.1 The Contractor hereby indemnifies and holds UNAIDS harmless from and against the full amount of any and all claims and liabilities, including legal fees and costs, which are or may be made, filed or assessed against UNAIDS at any time and based on, or arising out of, breach by the Contractor of any of its representations or warranties under any eventual Contract, regardless of whether such representations and warranties are explicitly incorporated in the contract or are referred to in its attached annexes.

Default

- 28.1 UNAIDS shall have the right to cancel the Contract (in addition to other rights, such as the right to claim damages) subject to prior written notice:
- (a) in the event the Contractor fails to begin work on the date specified, or to implement the work in accordance with the terms of the Contract; or
- (b) in the event the progress of work is such that it becomes obvious that the obligations undertaken by the Contractor and, in particular, the time of fulfilment, will not be respected.

Termination

- 29.1 UNAIDS shall have the right to terminate any eventual contract subject to prior written notice:
- i. in the event the Contractor fails to begin work on the date agreed, or to implement the work in accordance with the terms of the contract; or
- ii. in the event the progress of work is such that it becomes obvious that the obligations undertaken by the Contractor and, in particular, the time of fulfilment, will not be respected.
- 29.2 In addition, UNAIDS shall be entitled to terminate any eventual contract (or part thereof), in writing, with immediate effect (in addition to other rights, such as the right to claim damages), if, other than as provided in paragraph 29.1 above, the Contractor is:
- i. in breach of any of its obligations under the Contract and fails to correct such breach within a period of thirty (14) days after having received a written notification to that effect from UNAIDS or ;
- ii. adjudicated bankrupt or formally seeks relief of his financial obligations.
- 29.3 In the event of a termination, the Contractor shall immediately deliver and transfer all work products and materials so far produced to UNAIDS in accordance with UNAIDS intellectual property rights.

Force Majeure

- 30.1 No party to the Contract shall be responsible for a delay caused by **force majeure**: that is, a delay caused by strike, lock-out, foreign or civil war, or any other event outside his control, it being agreed, however, that UNAIDS shall be entitled to terminate the Contract (or any part of the Contract) forthwith if the work is delayed or prevented by any such reason for an aggregate of 30 days. Such termination shall be subject to payment of an equitable part of the Contract sum

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and/or other reasonable charges. In the event of such termination, the Contractor shall, in accordance with the intellectual property rights, deliver to UNAIDS all work products and other materials so far produced.

Advertising

- 31.1 Without UNAIDS' prior written approval, the Contractor shall not, in any statement of an advertising or promotional nature, refer to any contract or their relationship with UNAIDS. In no case shall the Contractor use the name or the emblem of UNAIDS, or any abbreviation thereof, in relation to its business or otherwise.

Successors and Assignees

- 32.1 The Contract shall be binding upon the successors and assignees of the Contractor and the Contract shall be deemed to include the Contractor's successors and assignees, provided, however, that nothing in the Contract shall permit any assignment without the prior and written approval of UNAIDS.

Payment

- 33.1 Payment will be made against presentation of an invoice in US Dollars (USD) or in the currency of your home country for each deliverable and subject to UNAIDS' acceptance of each such deliverable. Any payments by UNAIDS to the Contractor shall reflect any tax exemptions to which UNAIDS is entitled by reason of the immunity it enjoys. UNAIDS is exempt from all direct taxes, customs duties and the like and the Contractor shall consult with UNAIDS so as to avoid the imposition of such charges. As regards duties and other indirect taxes, the Contractor shall list such charges on invoices as a separate item and, to the extent required, cooperate with UNAIDS to enable reimbursement thereof.

Unenforceability

- 34.1 If any provision of any eventual Contract is held to be invalid or unenforceable, the validity of the other provisions of that Contract shall not be affected thereby. In such cases, the invalid or unenforceable provisions of that Contract should be construed in such.

Applicable Law

- 35.1 Any matter relating to the interpretation or application of the Contract, which is not covered by its terms, shall be resolved by reference to the laws of Switzerland.

Arbitration

- 36.1 Any dispute relating to the interpretation or application of the Contract shall, unless amicably resolved, be settled exclusively by arbitration. Arbitration shall be conducted in accordance with the modalities to be agreed upon by both parties, or, in the absence of agreement, with the rules of arbitration of the International Chamber of Commerce. Both parties shall accept the arbitral award as final.

Annex IV: Technical Offer

Version: 2.00

Last Revision Date: 2009-07-29

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SECTION 1 - INTRODUCTION

The technical component of your proposal must be presented using the following template and must include at minimum the following information:

Bidders may, if they so wish, add subsections, and are free to write the content of the sections as they think best, as long as all the requested information is provided.

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 and IT service continuity planning.
- b) The company financial results of the last 3 years
- c) Information about the technical and commercial staff involved in the IT service continuity planning (number, names, titles/positions, competencies, level of certification of the relevant persons)
- d) Bidder's schedule and commitment regarding this project
- e) Bidder's ability (or conditions) to start working **after the receipt of an official letter of intent and before the finalization of all contracts.**
- f) 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. 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.

1.3 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 Section 1.2 and 1.3

1.5 Partnership with Third Parties

Should a bidder wish to outsource any part of the requested services to a third party company, or 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) The name of the company
- b) The date this alliance was formed.
- c) The type of services to be outsourced to the partner.
- d) The detailed description of the alliance, including information concerning, marketing agreements, standardization between companies, ownership, services provided, etc.
- e) Information about this company per Sections 1.2 and 1.3.
- f) The 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 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) The organizational structure of the team responsible for delivering the services as described in this RFP.
- b) The approach and schedule for keeping UNAIDS apprised of the project status;
- c) The proposed approach to ensuring the quality of the work product

1.7 Project Team

The bidder should provide the details of the bidder's team for this project as follows.

- 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.

1.8 References

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

- a) At list of three (3) recent references in the planning of IT service continuity planning.
- 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.
- c) Explicit mention of any IT service continuity planning work carried out by third parties.

1.9 Flexibility

UNAIDS requires information concerning:

- a) The bidder's flexibility and commitment regarding requested services
- b) The bidder's ability (or conditions) to start working after the receipt of an official letter of intent and before the finalization of all contracts.

1.10 Description of tasks

1.10.1 Stage I

The response for **Stage I**, as described in the project scope (Annex I - Project Scope) of this RFP, shall include, but not limited to the following:

- a) An overview and understanding of the requirements and workflow of the Stage.
- b) Guarantees to meet the requirements described in this RFP for Stage.
- c) Advantages of the approach in terms of: a) services requested b) respecting the project timing c) costs d) minimal workload on UNAIDS IT staff.
- d) A complete project plan with the time schedule, workload, approach, methodology, UNAIDS staff involvement, etc.
- e) A description of the impact on the project plan if there is a delay in starting any section within Stage.
- f) **Presentation and scope** – A description of the service at a global level with detailed list of tasks/activities that will be conducted during this Stage
- g) **Workshops and meetings and interviews:** indication on how these are organized and the number/type of workshops or meetings.
- h) **Added value:** A description of the added value brought to this Stage
- i) **Organisation of Stage I:**
 - Describe the project management details.
 - Define any necessary sharing of roles and responsibilities between the Bidder's Project Team and UNAIDS Staff.
 - List and define members of the bidder's project team, their backup, degree of involvement, and estimated effort in man-days.
 - Define the expected involvement of the UNAIDS' IT staff.
- j) **Resources needed:** Describe the resources and information UNAIDS is expected to provide.
- k) **Deliverables:** Provide a detailed list of deliverables of this Stage as described in project scope (Annex I – Project Scope) of this RFP. For each deliverable, the bidder will document:
 - The contents and the format of the deliverables in this Stage
 - The work to be performed in this Stage to produce the deliverables.

1.11 Stage II

The response for **Stage II**, as described in the project scope (Annex I - Project Scope) of this RFP, shall include, but not limited to the following:

- a) Overview and understanding of the requirements and workflow of this Stage.

- b) Guarantees to meet the requirements described in this RFP.
- c) Advantages of the approach in terms of: a) services requested b) respecting the project timing c) costs d) minimal workload on UNAIDS IT staff.
- d) Complete project plan for this Stage with the time schedule, workload, approach, methodology, UNAIDS staff involvement, etc.
- e) Description of the impact on the project plan if there is a delay in starting any section within this Stage.
- f) **Presentation and scope** – Description of the service at a global level with detailed list of tasks/activities that will be conducted during this Stage
- g) **Workshops and meetings and interviews:** Indicate how these are organized and the number/type of workshops or meetings.
- h) **Added value:** Describe the added value brought to this Stage
- i) **Organisation of the Stage II:**
 - Describe the project management details.
 - Define any necessary sharing of roles and responsibilities between the Bidder's Project Team and UNAIDS Staff.
 - List and define members of the bidder's project team, their backup, degree of involvement, and estimated effort in man-days.
 - Define the expected involvement of the UNAIDS' IT staff.
- j) **Resources needed:** Resources and information UNAIDS is expected to provide.
- k) **Deliverables:** Provide a detailed list of deliverables of this Stage as described in project scope (Annex I – Project Scope) of this RFP. For each deliverable, the bidder will document:
 - The contents and the format of the deliverables of this Stage
 - The work to be performed in this Stage to produce the deliverables.

Annex V: Financial Offer

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INTRODUCTION

The bidder must provide a Financial Offer for each Stage and its complete solution. In the Financial Offer, the bidder is asked to comply with the following requirements:

- Costs are to be detailed for each Stage.
- The Financial Offer must be annexed to the same dossier or binder as the main response to the RFP.
- In order to facilitate the response analysis and evaluation tasks, the Financial Offer must follow the section numbering and framework as described herein.
- Bidders are required to fill in the tables, provided in the following pages. Bidders may create their own spreadsheet format; however the layout of the financial quotation must follow the tables' structure as defined in this annex.
- UNAIDS attaches importance to cost transparency. In order to be able to evaluate financial impact in case of modifications to the requirement, the Financial Offer must be detailed and itemized.
- All service related costs must be either in US Dollars (USD) or in the currency of your home country excluding VAT. If you opt for the latter and for evaluation purposes only, your proposal will be converted into USD using the United Nations rate of exchange in effect on the date submissions are due. Bidders must confirm that they will not charge VAT on service related costs.
- Alternate solutions (variants) are welcome. Variants must clearly be indicated as such, and the corresponding price quotes must be filled out in separate tables.
- All elements that are necessary for the proper fulfilment of the requested services must be included in the offer.
- 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.

1.0 COST FOR SERVICES

Please fill out the following tables according to services to be supplied.

Based on the bidders expertise and competence, UNAIDS is expecting a lump sum price quote for each Stage and deliverables. The expected requirements and deliverables of stages are described in main document of this RFP.

Please provide, where possible, the estimated duration (number of days) of each of the tasks indicated in the table below and the total cost of each task. The bidder must justify the estimates and what the minimum duration of the contract for the price indicated:

1.1 Costs for Stage I – IT Service Continuity Strategy

The following table summarizes the expected task/deliverables and related costs:

	Description	Number of days (or N/A)	Daily rate (or N/A)	Total cost for the task [USD/OTHER]
1.	Stage I - Deliverable 1			
2.	Stage I - Deliverable 2			
3.	Stage I - Deliverable 3			
4.	Stage I - etc....			

Total Net Price (without VAT)	
--------------------------------------	--

1.2 Cost for Stage II - IT Service Continuity Plans

The following table summarizes the expected task/deliverables for Stage II and related costs:

	Description	<i>Number of days (or N/A)</i>	<i>Daily rate (or N/A)</i>	Total cost for the task [USD/OTHER]
5.	Stage II - Deliverable 1			
6.	Stage II - Deliverable 2			
7.	Stage II - Deliverable 3			
8.	Stage II - etc....			
Total Net Price (without VAT)				

2.0 OVERALL COST SUMMARY FOR ALL STAGES

Please complete the following pricing table that summarizes the one-time costs related for the complete service of this project. The cost summary only applies to the main solution proposed and excludes options as indicated earlier.

	One-Time Cost Summary	Total cost for the task [USD/OTHER]
1.	Total Cost for Stage I (without VAT)	
2.	Total Cost for Stage II (without VAT)	
	TOTAL cost for the Project (without VAT)	

3.0 EXTRA COSTS

If applicable, please indicate any extra cost that may be charged. Please elaborate on costs related to, for example, administrative costs.

Extra costs do not include project management (as it should be included in sections *costs for consulting and implementation services*)

	Description of Extra Cost	Number of days (or N/A)	Daily rate (or N/A)	Total cost for the task [USD/OTHER]
1.				
2.				
3.				
4.				
Total Net Price (without VAT)				

The Financial Offer must cover all cost aspects. Subsequent extra charges or after claims will not be recognized.

4.0 WORK AT HOURLY RATES

4.1.1 Applicable Rates

UNAIDS would like to obtain the bidder's general hourly rates for unforeseen or additional work **beyond the scope of this RFP**. Additional work may be requested by UNAIDS for unforeseen tasks.

Description / profile	Cost / hour [USD/OTHER]
Project Manager	
Consultant	
Engineer	
Solution Architect	
Analyst	

4.1.2 Overtime Charges

The following table is given as a template. Please, indicate if different periods of time are applicable for unforeseen or additional work **beyond the scope of this RFP**. Additional work may be requested by UNAIDS for unforeseen tasks.

Day of the Week	Period	% additionally
Monday to Friday	18:00 – 20:00	

RFP for IT Service Continuity Planning - Annex III: Financial Offer

Monday to Friday	20:00 – 24:00	
Monday to Friday	00:00 – 07:00	
Saturday	07:00 - 16:00	
Saturday	16:00 - 22:00	
Weekend	Saturday 22:00 till Monday 07:00	

4.1.3 Travel Costs

Please indicate what travel cost would be charged (if any) for intervening at the UNAIDS site in Geneva. The cost must include the expected round-trip travel time and distance.

Description	Travel Cost [USD/OTHER]
Travel Cost to Geneva (round trip):	
Average Estimated Time:	
Average Estimated Distance (Km):	

Annex VI: Current IT Services & Infrastructure

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Last Revision Date: 2009-07-29

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1. Information Technology Services

Information Technology (IT) services at the UNAIDS Secretariat are coordinated through the Information Management and Technology (IMT) Division in the Department of Resource Management. The following describes in detail the IT services that IMT currently provides and the IT infrastructure used to host and deliver the services.

1.1 IT Policy

The UNAIDS IMT currently does not have a documented & approved IT policy including IT security policy, IT service level agreements (SLAs) and IT operation level agreements (OLAs). The following policies are in a draft:

- IT PDA Policy
- Data Backup & Retention Policy
- Password Policy

1.2 IT Infrastructure

The UNAIDS Secretariat has approximately 1000 staff worldwide, of which 300 staff are located in its headquarters office in Geneva with the remainder being spread over seven Regional Support Teams (RSTs) and over 85 Country Offices (COs). The staff size at the RST offices is between 5 to 30 staff and Country offices have between 2 to 25 staff.

The IT Services infrastructure for the UNAIDS Secretariat (HQ, RSTs and COs) is hosted in the newly built building and data centre (Datacentre). Both the building (WHO/UNAIDS Building) and the Datacenter are shared with the World Health Organization (WHO).

The Datacentre (250 m²) is located on the first sub-level basement (1^{er} sous-sol), with each organization's Datacentre area (approx 125 m² each) physically separated by a wire grill, and with secure separate entrance to each Datacentre. Adjacent to the Datacentre is also a separate operations room which is used to manage and operate the Datacentre.

The following is a detailed description of the infrastructure within the Datacenter.

1.2.1 Network

In the headquarters office (HQ Network), there are six network segments (DMZ, Internal, WAN and RAS-VPN, iZone, Internet) and each network segment is separated by a redundant firewall. Most of the servers are hosted in on the Internal or DMZ network segments and end-user desktops and laptops are hosted within internal network segment with servers and end-users on separate VLAN.

The Internet access for headquarters consists of redundant 100mbps links to two separate Internet Service Provider (ISP) and the links are shared between WHO and UNAIDS. The actual management and support of the Internet links is provided by WHO Information Technology and Telecommunications (ITT) department.

The seven RST offices are connected to the HQ Network through a dedicated private wide area network (MPLS). The MPLS links carries various client-server traffics, such as e-mail, ERP, travel application data, voice and video. Internet access from within an RST office is provided independently through local ISPs. Country Offices access the HQ Network via SSL VPN or/and IPSec VPN. Internet access from within a Country Office is provided independently through the local ISP. The management and support of the Internet access for both HQ and RST offices is provided by IMT while country office is done locally.

IT Service Continuity Planning Project - Annex VI: Current IT Services & Infrastructure

1.2.2 Servers

At headquarters office, UNAIDS has 54 DELL (29 Power Edge PE2950, 25 Power Edge PE6950) and 7 HP DL360 servers. Twelve of the DELL Power Edge PE6950 servers are used for virtual infrastructure and rest are used for hosting individual applications.

The majority of the applications are hosted on a virtual infrastructure (based on VMware Virtual Infrastructure (VI). Currently, there are 38 Virtual Machines (VMs) and 42 physical servers.

Operating Systems: There are three primary operating system platforms used at UNAIDS: Microsoft Windows (2003), Red Hat Linux 8.0 and VMware ESX V3. All in-house hosted databases are based on Microsoft SQL Server.

1.2.3 Data Storage

The current storage infrastructure is based on network (storage area network (SAN)) and local storage devices (Direct Attached Storage (DAS)). Currently, servers on virtual infrastructure have their data storage on the SAN, this includes the operating system and applications. The data of some physical servers housing critical applications is stored on the SAN storage with operating system and applications on local storage. Other physical servers considered non critical servers utilize the local storage for all, data, operating systems and applications files.

The general file storage for the user community is based on one Microsoft Windows 2003 server and the actual data is stored the SAN. This server hosts all users' home folders (My Documents), department shared folders, user profiles and volume shadow copies.

Each RST office, liaison office and some large country also have between one (1) or two (2) dedicated server(s) for storing shared and individual files. Other Country offices currently store their files locally on their individual laptops, desktops, network attached storage (NAS) devices and/or on the Cosponsors' file server.

1.2.4 Data Backup /Restore

The data backup/restore infrastructure at the headquarters office is based on EMC Networker with both tape and disk storage. The tape storage is based on ADIC i2000 tape library with four LTO-3 Fiber Channel tape drives. The disk drives are based on CX3000 storage with dedicated LUNs attached to dedicated storage nodes for daily and weekly backups. The four tape devices are configured between the dedicated storage nodes for monthly and yearly backup and also for staging purpose should the B2D space run out of space during daily and weekly operations.

The backup/restore infrastructure at the RST and some Liaison office and large size country offices is based on Symantec Backup Exec and backups/restores are done locally but managed by IMT. The rest of country offices is done in independently based on local resources.

1.3 IT Services

IT services currently provided include but not limited to the following:

1.3.1 IT Training and Support Services

- Desktop support: Support for desktop/laptop, BlackBerry and printer systems. Support is comprised of installation, configuration, maintenance, trouble-shooting and disposal of the above systems. Desktop Support Service is provided by the Global Service Desk (SDK).
- Incident management: The Global Service Desk is the central communications hub for all IT issues and is the first point of contact for all IT-related support enquiries. The SDK is accessible

to users by phone, e-mail, the Intranet or simply by walking in. The Global Service Desk staff ensures that all incidents are logged and, whenever possible, resolved at the first point of contact. If required, incidents are escalated to expert staff within the Network and Infrastructure Management team (NIM), the Software Integration and Development team (SID), Information Management and Architecture (IMA) and the Field IT Services team (FIT) units.

- Outage and change notifications: IT service outage notifications are provided to UNAIDS users by the Global Service Desk. Notifications are scheduled well in advance and the Global Service Desk staff coordinates responses to all queries regarding outages.
- IT training: The Global Service Desk provides IT training for a wide variety of IT courses (MS Office applications and internally developed applications) that enable UNAIDS staff to make efficient and effective use of information systems in their work. The training program is open to all UNAIDS staff.

1.3.2 Communication/Collaboration Services

- E-Mail and calendaring: E-mail (MS Outlook and OWA) and calendaring is provided to all UNAIDS staff and access is available throughout the UNAIDS Network and via Remote Access for those travelling or accessing e-mail from home.
- E-mail vaulting (Enterprise Vault): Vaulting stores e-mail and attachments in a way that does not impact the levels of storage in a user's mailbox, yet allows the user to access vaulted e-mail from anywhere in the world. E-mail Vaulting is provided to all UNAIDS staff.
- BlackBerry: BlackBerry service allows staff to have wireless access to their e-mail (including e-mail Vaulting), calendar, address book, tasks, and notes by connecting to the UNAIDS e-mail system using BlackBerry handheld devices. A BlackBerry device is provided to a limited number of staff in accordance with the UNAIDS Blackberry Policy.
- Video conferencing: Video conferencing facilities are available for headquarters, regional support team offices and selected country offices and are bookable as required.
- IP telephony: IP telephony facilities are available for headquarters, regional support teams and selected country offices and are used for internal communication.
- Shared file storage (FileShare): Each department/office within headquarters is assigned a location on a network to store the department/office's data; the data is shared with read/write permission between all staff in the department and read only permission for all UNAIDS staff. File storage for the RST office is done locally at the RST office. File storage for country offices is currently done independently by the office or by the local cosponsor.
- Individual file storage: Headquarters users are assigned a folder called "My Documents" to store their data. The "My Documents" folder is stored on the network and it is backed up nightly. Staff can access their documents in their "My Documents" folder from any online computer. Individual file storage for RST is currently done independently from HQ and it is provided by local UNAIDS IT staff. Individual storage for country offices is currently done independently by the office or by the local cosponsor.
- Secured file transfer (FTP): The Secure File Transfer Service allows staff to send large documents securely and confidentially over the Internet.

1.3.3 Network Connectivity Services

IT Service Continuity Planning Project - Annex VI: Current IT Services & Infrastructure

- HQ Network: HQ Network is used to access resources including shared and individual files, printers, fax facilities and applications. Access to the HQ network is provided to all UNAIDS staff.
- Wide Area Network (WAN): Access to the HQ Network for RST offices is provided over the WAN with a guaranteed level of service. Country Offices (COs) users utilize the Internet for accessing the HQ Network via secure, but non-guaranteed connection.
- Internet services: Internet access for staff at the headquarters and regional support team offices is provided locally (i.e. staff can access the Internet from their offices) and the access is managed and supported by IMT. Internet access for staff at country offices is provided by IMT and managed locally.
- Remote access: Access to resources on the UNAIDS Network from an external network or from home is provided via remote.unaids.org or dial-in.
- Wireless network connectivity (WiFi): Secured WiFi access in the HQ and most of the RST and New York offices are provided in selected locations within the offices.

1.3.4 Applications Services

- UNAIDS website: The UNAIDS website (www.unaids.org) service is coordinated by the Communications and Knowledge Sharing Division. Access to the website is open to the public.
- UNAIDS Intranet: The UNAIDS Intranet web portal (intranet.unaids.org) is accessible to all UNAIDS staff. Access to this web site is open only to UNAIDS staff.
- Enterprise Resource Planning (ERP) System: The ERP System is provided and fully monitored and managed by World Health Organization (WHO), however, access to the system is provided and managed by UNAIDS IMT. As the ERP system is not under the control of UNAIDS IMT, the only the business impact analysis shall be included in this project.
- Application development: Full life-cycle application development, including the creation, designing, and managing and supporting applications, is provided by the SID unit.
- E-workspaces system: E-workspaces is a system used to manage online discussions and collaboration on documents. This system is open to all UNAIDS staff and with whomever UNAIDS staff need to collaborate.
- Contact System: This is a web-based system used to manage contacts and distribution lists.
- Contract Tracking System: This is a web-based administrative system used to track and manage organization contracts issued by the Programme. All contracts issued by UNAIDS, with the exception of Travel Authorizations and personnel contracts, are entered into this system and the entries are updated as contracts proceed and concluded.
- Publication Tracking System: This is a web-based system used to log and track all phases of the publication process in the organization. This system is mainly used by the Content Management Unit (CMT).
- DataXposed: This is a data warehouse system that extracts data from various other systems and presents it in a congruent and summarized way for the organizations.
- Electronic Follow-up: This is a web-based system used for document tracking. The Electronic Follow-up system is used mainly by the Executive Director's Office (EXO).
- WebCalendar system: This is a web-based system used to publish events relevant to the organization; events can be meetings, training courses, activities of interest to all UNAIDS staff (e.g. IT system maintenance) etc.. WebCalendar is also used by the UNAIDS public website for publishing public events.

RFP for IT Service Continuity Planning - Annex VI: Current IT Services & Infrastructure

- Ultimate Survey: This is a web-based tool used to create and collect surveys, used mainly, but not exclusively, for the Dashboard Country Report (see below).
- E-Directory: The UNAIDS e-Directory is an electronic telephone directory and it has recently been added to the UNAIDS Intranet with the hope that it will ultimately replace the manually produced telephone directory. Information in the UNAIDS e-Directory is linked directly to the information in the Contact System (see above).
- Dashboard Country Report: this is a web-based survey and reporting tool used to collect and report information from country and regional offices.
- USSA Voting System: This is an electronic voting system used by the UNAIDS Staff Association (USSA).
- Unified Budget Workplan (UBW): This is a programmatic and budget planning and monitoring system.
- Coordination of AIDS Technical Support (CoATS): This is a tool used to track and manage technical support at country Level.
- e-Library: Repository of documents for the Web and CD-Rom
- White Pages: White Pages is a system used to interface to the WHO White Pages (Admin System) and it is used to request phone lines, office space, badges for UNAIDS Staff.

RFP for IT Service Continuity Planning – Annex VII: Acceptance Form

If selected for the work, the Undersigned Company undertakes, on its own behalf and on behalf of its possible partners and contractors to supply IT Service Continuity Planning services and agree to be selected and agree to be commissioned for the one or both items described below in accordance with the terms of the RFP for UNAIDS IT Service Continuity Planning (Bid Reference No.UNAIDS-004), and all its accompanying documents and for the following sums:

<i>Item</i>	<i>Cost (Choose appropriate currency)</i>
Total Net Purchase Price : Development of IT Service Continuity Strategy (Stage I – S1)	CHF/USD 0.00
Total Net Purchase Price : Development of IT Service Continuity Plans (Stage II – S2)	CHF/USD 0.00

The enclosed proposal is valid for _____ days from the date of this form.

Agreed and accepted, in three (3) original copies on _____ [date]

Company Name:

Mailing Address:

.....

Authorizing Officer:

Name:

Title:

Signature:

Date:

Company Stamp

or Seal: