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UNHCR Request for Proposal RFP/2019/024

Refurbishment and on-going support of the Sergio Vieira de Mello (SVDM) Meeting Room

Terms of Reference (Annex A)

Division of Information Systems and Telecommunications (DIST)
Customer Support Service / HQ Site Support

Geneva, August 2019

Reference: RFP 2019/024

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1 Introduction

1.1 *Who we are*

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the United Nations General Assembly in 1950 to provide protection and assistance to refugees, stateless, and the internally displaced.

UNHCR is today one of the world's principal humanitarian agencies, its staff of more than 11,000 personnel helping more than 60 million people in over 130 countries. Staff members work in a diversity of locations and conditions including three Headquarters locations (Geneva, Budapest, and Copenhagen).

UNHCR has embarked on a transformation process including an unprecedented regionalization and decentralization process aiming at getting UNHCR leadership closer to its global operations in seven regional bureaux worldwide. This process is expected to have far reaching consequences on the way UNHCR operates. This impact naturally extends to the communication and collaboration space that needs to evolve into clearly becoming an enabler for UNHCR global workforce.

Further information on UNHCR, its mandate and operations can be found on its official website, http://www.unhcr.org.

1.2 *Overview and Objectives of this RFP*

The Sergio Vieira de Melo (SVDM) meeting room is situated on the 7th floor of the UNHCR Headquarters building complex at 94 rue de Montbrillant, 1202 Geneva. It is primarily used to hold high level meetings, frequently chaired by the High Commissioner, the highest authority in UNHCR, where critical decisions are taken.

The operational objective is to have, from the SVDM meeting space, a full seamless communication and collaboration capacity with the seven regional bureaus as well as with other remote internal/external parties, while minimizing the business disruption brought on by the regionalization/decentralization process.

This required communication/collaboration experience encompasses everything from tele/video conferencing (Skype for Business, WebEx, telephony) to document sharing (SharePoint, MS Teams) to ensuring seamless access to business applications, desktop productivity tools (e.g. Office 365), and other corporate systems, as required.

The layout and meeting room facilities of the SVDM have remained, essentially, unchanged for many years, in spite of several punctual improvements, and it is now felt that the room in its current configuration is no longer fit for the intended purpose.

The objective of this RFP is to invite qualified suppliers to propose a revised and modern "board room" type design with appropriate meeting room facilities. Submissions will include all additional equipment, installation, training, and on-going support. The suggested solution will reflect the industry's best practices for digital collaborative workplace.

The right mix technology is required to ensure meeting attendees, on location and remotely as well as presenters can effectively collaborate and interact. It is anticipated that content could be presented from virtually any source, laptops, tablets, smartphones, and other devices, including by remote participants.

It is expected that the communication and collaboration technology deployed in the SDVM meeting room is centrally controlled from a simple intuitive user interface, preferably

operated by any participant and irrespective of their technical abilities. Control may also be done from a remote location, within or outside of the UNHCR premises.

The final outcome, while addressing all the operational needs described in this RFP, should conform to the mandate of UNHCR and the nature of its work. UNHCR will thoroughly assess the suggested solution on the basis of **value for money**. This includes the fixtures/furniture, the suggested hardware as well as the integration design.

UNHCR is looking to engage the services of a company to implement the requirements of this RFP and to provide on-going support for a three-year period, renewable subsequently for two additional years (3+2), subject to satisfactory performance.

2 SVDM Meeting Room Refurbishment – Requirements

This section outlines the functional and technical requirements of the SVDM refurbishment.

2.1 *Expected Outcome*

The expected outcome should reflect a fully-fledged rethinking of the current design, to achieve the deliverables listed in sections 2.4 and 2.5 below.

- Minimum Operational Improvements Solution
- Creative Design Improvements Solution

Bidders are expected to bid on **both** solutions, and are encouraged to engage their knowhow to the maximum, delivering the best possible communication, collaboration, and presentation experience while still bearing in mind the conservative approach suggested in section 1.2. UNHCR will select the bidder's solution that it deems to be the best value for money.

2.2 *Current Meeting Room Environment, non-IT*

The SVDM meeting room is essentially rectangular, it follows nevertheless the curve set by the central segment of the UNHCR Headquarters building. Annex B (Current Setup) to this RFP provides the floor plan as well as additional details including the position of the two access doors, windows, walls, ceiling, floor, furniture, curtains, lighting, furniture etc. Annex B also provides photographs of the current setup.

The following is deemed in scope of the current RFP. It should nevertheless be quoted as a separate option. The suggested design should conform to the "*look and feel*" of the UNHCR building. This includes:

- Meeting room table;
- Meeting room chairs;
- Lighting fixtures;
- Doors and Windows;
- Walls, solid and glass partitions; and
- Floor and Ceiling.

State-of-the-art work and finishing is expected in all cases.

2.3 *Current Meeting Room Environment, IT*

Annex B provides the communications & collaboration tools and media that are currently available and operational in the SVDM meeting room. While UNHCR will pursue the protection of the investments made so far in the various equipment listed in Annex B, the bidders are permitted to suggest alternative equipment should this significantly improve the desired result set forth in this RFP including the media integration level.

2.4 *Minimum Operational Improvements Solution*

2.4.1 Functional Requirements:

The following minimum functional requirements ***must*** be proposed by all bidders:

- Facilitated scheduled meetings, with local and remote participants invited via the UNHCR calendaring application;
- Facilitated ad-hoc, and impromptu meetings;

- Facilitated ad-hoc inclusion or exclusion of participants, including invitation of additional participants during on-going meetings;
- All participants (present in SVDM) must be able to clearly see all presentations/displays;
- All participants (present in SVDM) must be clearly audible to all remote participants;
- Remote participants must be clearly audible to all parties (those in SVDM and other remote locations);
- Content sharing and presentations in SVDM room must be possible from cable connected devices (PC, Laptop, MacBook, etc.) using as many common video connection standards as practical, including HDMI, DVI, Thunderbolt, Mini DisplayPort, VGA, or wirelessly;
- One dedicated table-top microphone for the High Commissioner or meeting Chairperson, and a minimum of one (shared) table-top microphone for every two participants;
- Content sharing and presentations in SVDM room must be possible from Windows and Apple MAC OS X devices, as well as iOS and Android smart devices;
- Collaboration with remote presenters and participants will be done seamlessly via teleconference, video conference, or web conference;
- Integrated control from a local (SVDM) and remote console (meeting room support);
- Manual (operator controlled) switching of in-room video source, e.g. to provide tracking of the active speaker;
- Participants must be able to activate/deactivate an independent microphone switch;
- The microphones and speakers must be integrated with audio and videoconferencing system, providing seamless integration without additional elements on the table;
- The solution must be modular allowing future upgrade or partial replacements;

Some of the features included above are already available in the current design.

2.4.2 Technical Requirements:

The following technical prerequisites are required to achieve the minimum operational improvements above. These should not be considered as fully inclusive. The bidders' responsibility is engaged through their knowhow to determine the full list of technical requirements and prerequisites to achieve the desired outcome:

- Industry standards in terms of security, encryption, and integrity of data / voice content shared during a session;
- Dedicated secure Wi-Fi network for the SVDM meeting room. A LAN connection will be provided;
- Reuse existing PC connected to Cisco SX80 codec with wireless keyboard and mouse;
- Content-sharing and presentation are possible through wired cable (HDMI, DVI, Mini DisplayPort) or wirelessly (e.g. Barco ClickShare, Cisco Proximity);
- Table-top gooseneck microphones, with push-to-talk functionality, to be installed in a redundant (dual ring) wired configuration allowing continued operation in the event that one device fails or needs to be replaced (swapped out) during a meeting;
- Sufficient professional grade speakers to achieve the best audio experience, with an emphasis on voice reproduction. Only one set of speakers will be installed covering all conference & collaboration needs. Existing speakers may be reused and repositioned;
- Sufficient (up to the maximum capacity of the SX80) professional grade HD cameras to achieve the best video capture experience keeping in mind the limitations of the Cisco SX80 device currently installed. Only one set of cameras will be installed covering all conferencing & collaboration needs. Usage will be done selectively depending on the event. Existing cameras may be repositioned to optimize the viewing experience for remote participants;

- Centralized control and monitoring device (e.g. 13" tablet) located within the SVDM meeting room;
- State-of-the-art HD projector with electric scroll down screen positioned opposite the High Commissioner (Chairperson). The bidder will assess the performance of the present screen and may suggest to re-utilize it or replace it with a HD (or better quality) monitor;
- Technical rack (standard U-based), with non-transparent lockable door in harmony with the environment, boardroom type, size to be suggested as per hardware required. The existing rack may be reused if it meets the requirements of the bidder's design. Ideally the rack will be situated outside the SVDM meeting space;
- The present SX80 Cisco Telepresence codec must be reutilized and integrated in the suggested design;
- Audio/visual system will be integrated with existing Cisco SX80 codec for audio, video and presentation sharing; and
- All other hardware / works to achieve a turnkey solution.

2.5 *Creative Design Improvements Solution*

2.5.1 Functional Requirements:

In addition to the functional requirements outlined in section 2.4.1 above, the following additional functional requirements are aimed at improving the overall design and hence effectiveness of the SVDM meeting room. The purpose of this section is to improve the current design, by allowing the bidders to suggest what in their view and expertise would be a better design making the best possible use of the space available. This list below is not to be considered as exhaustive and bidders may propose additional features that they feel appropriate, towards providing a turnkey solution for the new design.

- Provide a simple, user friendly "room system" integrating control of all lighting, audio/visual components, source of presentation, etc.;
- Integrated control from a local (SVDM) and remote console (meeting room support);
- Display of on-going event and room status outside the two doors of the SVDM meeting room with regular and ad-hoc scheduling based on the UNHCR Calendar application;
- Local HD camera systems will automatically switch and focus on the active person, e.g. when pressing microphone to speak. Sufficient HD cameras strategically placed to ensure an optimum coverage of the participants;
- Dedicated built-in microphones (one for each participant);
- Provision of enough power outlets (220V) on the table top to allow participants to charge devices during extended meetings;
- Provide table integrated connectors in multiple locations for power, LAN and content sharing (e.g. HDMI, DVI, VGA, and mini-DisplayPort).
- Automation enhancements around all the above features: presence detection, on screen chat for meeting setup, troubleshooting, etc.

As previously discussed, and to optimally meet the functional requirement of improving the current design, the bidders may suggest informed and justified modifications in the SVDM setup (e.g. furniture), keeping in mind however the ergonomics of the SVDM meeting room.

2.5.2 Technical Requirements:

In addition to the technical requirements outlined in section 2.4.2 above, the following additional technical requirements are aimed at improving the overall design and hence effectiveness of the SVDM meeting room. The bidders' responsibility is engaged through

their knowhow to determine the full list of technical requirements and prerequisites to achieve the desired outcome:

- Up to 22 (8 on each side plus 3 on each rounded tip of the SVDM meeting room table) professional grade microphones to achieve the best audio capture experience. Only one set of microphones will be installed covering all conferencing and collaboration needs;
- Up to 22 (8 on each side plus 3 on each rounded tip of the SVDM meeting room table) foldable / retractable tabletop power, LAN and audiovisual sockets as per requirements of the SVDM meeting room;
- Sufficient professional grade speakers to achieve the best audio experience. This may include a complete replacement of the existing audio system;
- Sufficient professional grade HD cameras to achieve the best video capture experience allowing voice (microphone) activated tracking. Only one set of cameras will be installed covering all conferencing and collaboration needs;
- Microphone activated (e.g. by the speaker through his/her microphone) camera tracking system with pre-set positions covering the main participants (22 around the SVDM meeting room table);
- Additional HD standard monitors optimally placed to allow all participants irrespective of the seating position to clearly see all presentations and remote participants. The bidder will attempt to match the existing monitor in terms of viewer experience;
- In harmony with the optional works suggested in section 2.5.1 above, all bidders are invited to include an integrated fitting of microphones, cameras and monitors, one per seat around the main table;
- Table-top connections in covered/retractable slots allowing the full table surface to be used without obstruction. Power sockets to Swiss and European (Schuko) standards with USB charging option;
- Centralized control and monitoring devices (e.g. 2 x 13” tablets on stand or table-top. One device will be located in the SVDM meeting room and one within the meeting room support area (location to be determined);
- Digital white-board capacity integrated in the 85” monitor;
- The present SX80 Cisco Telepresence codec may be reutilized and integrated in the suggested design or may be replaced by an alternative solution required to meet the extended functional and technical requirements;
- Two digital displays outside the SVDM meeting room access doors, providing actual meeting room status and information and linked to the Organization’s corporate calendar and scheduling application; and
- Relocation of the rack and all auxiliary room automation equipment outside the SVDM meeting room (location to be confirmed). Room automation system control through a single touch panel (including Cisco SX80 codec, audio volume, mute/unmute the room, room lightning, presentation source, projector and projection screen).

2.6 *Site Visits*

While this document aims to provide a full description of the meeting room and the future requirements, it may not be sufficient to provide an optimal informed offer.

It is, therefore, <u>strongly</u> recommended for all bidders to request an appointment for an on-site visit of the SVDM meeting room. A maximum of thirty (30) minutes will be allocated to all bidders for a single on-site visit. Appointments should be made with the DIST focal point as per information contained in the covering letter of this RFP.

2.7 *Implementation*

All bidders shall follow the methodology below for the implementation of this project and they will confirm in writing their capacity to comply with this methodology:

- Designate a dedicated project manager to ensure a smooth implementation of all required works;
- The designated project manager will follow the UNHCR established Project Management Life Cycle;
- Schedule additional site visits to the SVDM meeting room to acquaint themselves with the current environment;
- Suggest a project plan and time schedule taking into consideration the nature of the SVDM room and its intense usage for high level and executive meetings. It will most probably not be possible to block the room continuously for an extended period of time, estimated to one week (5 working days). Close, upfront coordination with UNHCR will be required to agree with the executive office on the best possible planning;
- Conduct a weekly "stand-up" project review meeting with the project implementation team;
- Conduct a monthly "project steering committee" meeting with the primary stakeholders;
- Depending on the agreed project plan, it may be required to tidy up the SVDM meeting room between two consecutive works segments, to make it available if required;
- Schedule an acceptance testing session with presence of all stake holders;
- Schedule training sessions with the core meeting room support team and meeting facilitators; and
- The testing processes will be fully documented as per requirement in section 3.2 below.

2.8 *Service Deliverables*

The following tasks shall be scheduled in the presence of UNHCR stakeholders as well as the bidder's team. Success for all tasks is required for UNHCR to consider the scope of work fulfilled:

- The meeting room is neat, no visible cables, no visible sockets, and attendees have the required free space on the table;
- The control tablet is operational. All functions will be tested individually (lights on / off, monitors on / off, mode / source selection available, volume up / down / mute, Videoconferencing functions / session set up is available, scroll down electrical screen functional etc.);
- Rack mounted equipment is available, the rack is discretely placed, in an adjoining space, the door is locked and key(s) available;
- All monitors / projectors are fully operational for all functions;
- The scroll down electrical screen (if retained) is fully operational;
- All cameras are operational for all the functions, pan / tilt / zoom as well as pre-set selections. All cameras are seamlessly operational for all sessions requiring visual interactions;
- All microphones are operational inclusive of the look at me / camera position preselection trigger;
- All microphones are seamlessly operational for all sessions requiring audio interactions;

- All speakers are operational with no electromagnetic interference. The dB levels are acceptable for all session requiring speakers, including echo-cancelation system for audio loop feedback;
- The videoconference set-up is operational for all its functions and fully integrated in the presentation and collaboration environment;
- The teleconference set-up is operational for all its functions and fully integrated in the presentation and collaboration environment;
- Presentations are possible on all monitors or selectively from a connected PC and/or tablet and/or smartphone (IOS or Android);
- The external digital visual displays (SVDM meeting room entrances), if selected, provide meeting room information and status; and
- All foldable / retractable table top socket outlets, if selected, are available and fully operational.

2.9 *Training and Capacity Building*

All bidders must include in their offer a full training schedule to ensure transfer of knowledge to UNHCR operators as well as day to day handling of the SVDM meeting room various sessions, as follows:

- One full day (8 hours) training for up to 5 operators / supervisors covering in-depth knowledge transfer, acquaintance with all hardware, software and integration setup, in depth hands-on training for all scenarios, troubleshooting and monitoring, customer support inclusive of appropriate communications. The training material for this part will be fully documented as per requirements set in section 3.2 below;
- Two half days (4 hours) training, each for up to 6 super-users. The aim is to provide enough training to build capacity for ad-hoc meetings requiring a lesser level of collaboration. At the end of the training all super-users will be able to perform simple meeting initiation with no or little help from the technical teams (operators). The training material for this part will be fully documented as per requirements set in section 3.2 below;
- Two half-days (4 hours) training for the operators will be scheduled per year – as of year two of the contract. They will equally serve as a refresher and a live drill to keep an optimal level of knowledge across all requirements;
- Should there be a need to deliver additional training for both audiences as required by UNHCR e.g. for new operators and/or new super-users on board, the bidder will deliver such training in coordination with UNHCR. An estimate per hour and per training category (operators and super-users) will also be provided; and
- All training events shall be included in the initial cost of services.

UNHCR expects a professional trainer with proven record of equal coverage of technical as well as educational / communication items to ensure a successful capacity building of UNHCR resources. Trainers should be proficient in English and French. UNHCR may request as part its prerogatives the training record for the suggested trainer.

2.10 *Service Delivery*

UNHCR expects from the successful bidder, the following best practices in terms of Service Delivery:

- Full documentation of the hardware, software, and services engaged in delivering the solution set forth in this RFP. UNHCR expect OEM web links to the technical and end-user (if applicable) documentation for all equipment provided;
- Full description of the manufacturer / service provider warranty schemes, for all hardware as well as services;
- A comprehensive service and maintenance proposal for all items, hardware, and services included in the suggested proposal;
- A comprehensive RMA (Return Merchandise Authorization) *modus operandi* for all hardware, as and if applicable;
- A comprehensive list of hardware subject to end-of-production / end-of-life and suggested methodology to replace / refresh. The replacement / refresher shall not be financially part of the proposal unless it is expected that any of the hardware and/or services shall become end of production / end of life during the life cycle of the contract. In this case the replenishment should be transparent to UNHCR including at the financial level;
- The bidder shall make other complementary suggestions in line with industry best practices and as required.

2.11 *Service Levels – on-going Support*

UNHCR will not enter into a strict Service Level Agreement (SLA), e.g. penalties and credits, with the successful bidder given the nature of the services under this RFP. However, UNHCR expects the following on-demand services to be included in the overall solution:

- Telephone "hot-line" technical support for all equipment provided as part of the deliverables of this RFP. Telephone support to be available (in English or French) from 08:00 to 18:00 CET (Monday-Friday, excluding UN public holidays). UNHCR also expects to use this service to request on-site support as outlined below.
- Next Business Day (NBD) on-call intervention. For reference, a 08:00 to 18:00 CET (Monday-Friday, excluding UN public holidays) business day will be considered. For all reported situations, UNHCR expects an on-call response and dispatch of a technician, the next business day (morning) after the case was logged with the service provider's customer services. UNHCR expects a sustainable resolution during the technician intervention. If not possible the service provider will suggest a temporary solution to ensure business continuity;
- Same Business Day (SBD) on-call emergency intervention. For reference, a 08:00 to 18:00 CET (Monday-Friday, excluding UN public holidays) business day will be considered. For all reported emergency situations, UNHCR expects an on-call response and dispatch of a technician, within two hours after the call has been logged with the service provider's customer services. UNHCR expects a sustainable resolution during the engineer's intervention. If not possible the service provider will suggest a temporary solution to ensure business continuity;
- The successful service provider shall schedule, in coordination with UNHCR, bi-annual preventive maintenance visits. These visits shall serve as a full-scale drill for all proposed services as well as a health check for all equipment and services. A report shall be delivered to UNHCR after each visit;
- As part of the sustainability of the service levels, the successful service provider shall schedule training and capacity building sessions as described in section 2.9;

- Return Merchandise Authorization (RMA), or any other similar service shall apply for all installed hardware during the warranty period and subsequently during the service /maintenance period, through the contract life cycle;
- For the sake of financial comparison, the following shall be part of the base annual support costs:
  - All telephone support;
  - 4 NBD interventions;
  - 2 SBD emergency interventions;
  - 2 preventive maintenance interventions;
  - Training and capacity building as per requirements in section 2.9; and
  - RMA or similar for all hardware.
- All bidders will also present their best offer for these services should the initial numbers be exceeded. In this case the successful bidder shall invoice UNHCR per intervention.

2.12 *Evolution & Future-Proof Considerations*

UNHCR acknowledges the dynamic nature of the technology underlying the services requested under this RFP. In that respect, and to ensure a future-proof coverage, all bidders should present a set of recommendations based on the criteria below. At this stage, the cost of this exercise will not be included in the present RFP.

- Assessment of current hardware and suggestion for replacement as per EOL/EOS and/or aging cycle and/or technology road map; and
- Re-assessment of the overall solution and suggestion for improvements and or change.

3 Content of the Technical Offer

All bidders are invited to structure their offers as per the following layout. The information requested below constitutes a minimum all bidders should provide. Bidders could however provide additional information in line of the suggested structure and layout.

3.1 *Company Profile and Qualifications*

UNHCR requires all bidders to provide a high-level description of their company focusing on capacity to provide the required services. This includes but is not limited to:

- Full corporate name, group name, branches, business units, address and telephone number for their Headquarters;
- Evidence of presence in Switzerland with preferably at least one operations branch in close proximity to Geneva;
- Brief company history and profile;
- Previous experience with the United Nations for the provision of similar services;
- High level staffing structure with detailed technical support staffing structure;
- Description of non-staff workforce (affiliates, consultants, subcontractors);
- A minimum of three corporate references, exclusively from medium and large enterprises, multi-campus and/or multi-country coverage, for the provision of similar services;
- Corporate differentiators: relevant partner program, relevant certifications, relevant ISO certifications, showroom, demo lab, etc.;
- Description of Account Management approach;
- Description of Customer Service platform;
- Description of Fault Management processes, including but not limited to: adherence to ITIL processes, internal escalation processes, RMA processes, preventive and corrective maintenance; and
- Description of environmental considerations and corporate social responsibility programs (if any).

3.2 *Technical Documentation and Processes*

This section is intended through the provision of the appropriate documentation to ensure the bidders' full understanding of the technical requirements and their adherence to the terms of reference of this RFP. The bidders should provide a comprehensive document (technical response) describing in detail the proposed solution.

The following chapter headings are provided to guide your technical response and to ensure that all submissions can be compared on a like-for-like basis:

Chapter 1. ***Company background***: Provide the information requested in Section 3.1 outlining your company background and suitability to perform the work requested in this RFP.

Chapter 2. ***Understanding of Requirements:*** Describe in detail your understanding of the current setup based on the individual assessment done on location. This is key to understand the required transformations, protect the recent investments and propose turnkey cost-effective solution. Do not repeat content from the TOR verbatim.

Chapter 3. ***Minimum Operational Improvements Solution***: describe the suggested solution with focus on requirements set forth in section 2.4. Include a visualization of the

proposed solution with alternative views on the functional systems and room setup. The bidders are encouraged to complement the requirements based on their experience and know-how. You should also describe how this solution meets the requirements of section 2.12 (*Evolution & Future-Proof Considerations*).

Chapter 4. ***Creative Design Improvements Solution***: describe the suggested solution with focus on the additional requirements set forth in section 2.5. Your solution must clearly state any components of the "Minimum Operational Improvements" that will be replaced by your improved design. Include a visualization of the proposed solution with alternative views on the functional systems and room setup. The bidders are encouraged to complement the requirements based on their experience and know-how. You should also describe how this solution meets the requirements of section 2.12 (*Evolution & Future-Proof Considerations*).

Chapter 5. ***Implementation Schedule:*** Describe in flow-chart mode a high-level description of the processes engaged to cover the requirements in sections 2.7 (*Implementation*). A detailed project timeline (Gantt chart) must be included. Timelines for both Minimum Operational and Creative Design Improvements Solutions must be clearly separated.

Chapter 6. ***Service Deliverables:*** Confirm your understanding and agreement with the acceptance tests process based on the requirements in section 2.8 (*Service Deliverables*).

Chapter 7. ***Training and Capacity Building:*** Describe the training materials that will be provided and delivery methodology to the users and operators based on section 2.9 (*Training and Capacity Building*).

Chapter 8. ***Service Delivery:*** Describe the service and maintenance proposal as well as the suppliers and/or manufacturers guarantee for the hardware and the services as per the requirements of section 2.10 (*Service Delivery*).

Chapter 9. ***Support Service Levels:*** Describe the on-going support, warranty, and SLAs that you will provide following successful delivery of the solution, as per the requirements of section 2.11 (*Service Levels – on-going Support*).

Chapter 10. ***Bill of Materials:*** Provide the full bill of materials (without price information) required to implement the suggested solution. A separate BOM should be provided for the "Minimum Operational Improvements Solution" (Chapter 3) and "Creative Design Improvements Solution" (Chapter 4). Provide documentation or web links to the different brochures of all proposed equipment.

Chapter 11. ***Response Checklist:*** To indicate compliance of your submission with the Terms of Reference of this RFP, you are required to fill in the Technical Response Matrix (Excel spreadsheet) provided in Annex D.

4 Content of the Financial Offer

Please refer to Annex C (Financial Response Template) to the RFP for the detailed costing information to be provided as part of the Financial Offer.

4.1 *One-time costs (OTC)*

All one-time costs to procure equipment and services for the successful implementation of your proposed solution must be included.

- The OTC for the Minimum Operational Improvements Solution (section 2.4) and the Creative Design Improvements Solution (section 2.5) should be clearly separated.
- Where appropriate, the financial submission for the Creative Design Improvements Solution must indicate which components of the Minimum Operational Improvements Solution are replaced or superseded.

4.2 *Monthly Recurring costs (MRC)*

All monthly recurring costs to meet the requirements must be clearly identified.

- Fixed recurring costs (e.g. equipment warranty) and variable recurring costs (per intervention cost) are to be separate.
- The MRC for the Minimal Operational Improvements Solution (section 2.4) and Creative Design Improvements Solution (section 2.5) are to be clearly separated.
- All cost relating to the Creative Design Improvements Solution are to be modularized, allowing the selection of one or more (but not necessarily all) components.
- Any additional costs for ad-hoc interventions beyond that covered in the MRC amounts must be specified (as a per-intervention cost).

The bidders must provide clear examples of how UNHCR can calculate the total recurring cost for the duration of the contract.

4.3 *Financial Offer Spreadsheet*

Please complete the financial offer spreadsheet provided as Annex C to the RFP. In completing and submitting your financial offer, please provide one original Excel file (not password protected) and one PDF copy that can be used as a reference.

Note that separate worksheets are provided for your financial submission for the Minimum Operational Improvements Solution (section 2.4) and the Creative Design Improvements Solution (section 2.5).

4.4 *Bill of Materials*

Please provide the full Bill of Materials (with quantities, unit prices, and descriptions) for all items required to deliver the "Minimum Operational Improvements Solution" and "Creative Design Improvements Solution." Worksheets are provided for each in the Financial Offer spreadsheet. From the BOMs, it should be clear when an item is required for one or both of the two solutions.

UNHCR expects to receive a separate, fully itemized BOM for each solution. If UNHCR selects a Minimum Operational Improvements Solution, UNHCR expects to procure the full solution from the selected supplier. However, if UNHCR selects a Creative Design

Improvements Solution, UNHCR may opt to procure all or some of the components from the selected supplier.

5 Evaluation

5.1 *General Procurement Rules*

UNHCR's procurement rules shall be strictly followed for selecting a provider. This involves responding to the requests made in this document and to the comprehensive set of business and pricing requirements contained in its annexes.

The quality and completeness of the proposals will be assessed technically and financially based on the requirements set forth in this RFP. A short list of providers will then be produced followed by a final selection process and contract negotiations. At the discretion of UNHCR, a bidder conference may be requested from the short-listed bidders to present their proposed solutions. Furthermore, UNHCR reserves the right to request a "Best and Final Officer" (BFO).

The initial design as well as the on-call support requires a specific skillset, experience and knowhow. UNHCR reserves the right to request the CV of the engineer(s) expected to carry the above tasks during the contract negotiations phase.

UNHCR reserves the right to procure partially the goods or services offered by bidders.

5.2 *Technical Evaluation*

The technical offers for each solution (section 2.4 and 2.5) will be evaluated separately and based on the present terms of reference as per an internal technical and operational assessment matrix based on the Technical Response Matrix provided in Annex D. The technical / operational assessment will constitute 70% of the overall evaluation.

Any Technical Offer not reaching 49/70 points (70%) will be deemed deficient and may be excluded for any further consideration.

NB. Please refer to the covering letter and this RFP for instructions on submitting the technical offer. No financial information is to be included in the technical offer.

5.3 *Financial Evaluation*

The financial offers for each solution (section 2.4 and 2.5) will be evaluated separately based on the present terms of reference as per an internal financial assessment matrix based on the pricing sheet in Annex C. The financial assessment will constitute 30% of the overall evaluation.

NB. Please refer to the covering letter and this RFP for instructions on submitting the financial offer.

6 Additional information

- Request for Proposal – Cover Letter
- Annex B to the RFP, Current Setup, SVDM Meeting Room, plans and photographs (PDF format)
- Annex C to the RFP, Financial Response Template (Excel format)
- Annex D to the RFP, Technical Response Matrix (Excel format)