



DER – Digital Preservation Project (DPP)

**Terms of Reference for
Request for proposal to deliver an operational Digital Preservation System**

Annex A

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1 Introduction

1.1 Who we are

1.1.1 The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than six decades, the agency has helped tens of millions people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies; its staff of more than 10,000 personnel is helping more than 65.3 million people in more than 128 countries. Staff members work in a diversity of locations and conditions including in our Geneva-based Headquarters (HQ). A massive 87 per cent of staff are based in the field, assisting the most vulnerable victims of displacement. For more information, please see <http://www.unhcr.org>.

1.2 UNHCR Records and Archives

1.2.1 Our archives contain information from the founding of the organisation in 1950 to the present day. They also hold several pre-UNHCR collections, which provide valuable background to the development of protection work. The archive occupies about 10 kilometres of shelving space on two basement floors in Geneva. Our EDRMS, comprising some 11 million documents and growing, are stored and managed on a handful of dedicated, secure servers.

1.2.2 The collections are globally and historically unique in scope and content. They contain a trove of detail about important historical events, including, for example, records from the 1956 Hungarian uprising, the first major emergency in which we became operational, as well as emergencies in Chile and Argentina in the 1970s, and in the former Yugoslavia in the 1990s. The material is used both by staff and by outside researchers. Records of intractable situations where UNHCR has been working for decades, such as southern Sudan, are drawn on to brief staff as they head out into the field. By opening its archives to the public, we demonstrate a commitment to transparency regarding our role as a humanitarian agency, and promote scrutiny and understanding of the troubled contemporary history of our world.

1.2.3 UNHCR is working to bring more material back from the field and to implement state-of-the-art systems for the preservation of digital materials in order to make them more accessible

1.3 Overview and Objectives of this Request for Proposal

1.3.1 The purpose of this RFP is to procure a Digital Preservation as a Service (DPAAS) aligned with ISO 14721 deployed in a ISO 27001 certified managed Cloud solution that is regularly audited delivering a compliant and cost effective storage solution for data archiving requirements. The point of access for the material will be via our ADLIB¹ catalogue. We also envisage integrations with key systems within UNHCR.

1.3.2 This solution will ensure that the servers holding the archive are managed by experts, both technical and archival to protect the long-term value, trustworthiness and authenticity of data through active data curation, chain of custody and ISO 27001 compliance. .

1.4 Context

1.4.1 For 20 years digital technology has made it possible for UNHCR to produce and use information in ways unthinkable a generation ago. This essential information enables UNHCR to do its work of protecting and assisting refugees around the world. It is vital that we develop ways to protect this very fragile and important information. The risks to digital content over time include format/hardware/software obsolescence, bit level degradation and paucity of contextual information. These factors make the issue of digital preservation a pressing concern for UNHCR.

¹ ADLIB is UNHCR Archives' online catalogue system

1.4.2 UNHCR has implemented a recognized highly successful Electronic Document Records Management System (EDRMS) known as e-SAFE. For 16 years this has provided recordkeeping for operations. This is the first step to a holistic solution for the management of UNHCR digital information. The second step is the selection of digital content which has value beyond operations and is of long term value to the memory of UNHCR.

1.4.3 UNHCR Records and Archives digital preservation strategy ensures that this valuable digital content will be safe, accessible and more importantly readable for decades to come. Without such a strategy, this content will be lost.

1.4.4 A key part of this strategy is the implementation of a Digital Preservation and access which will support the UNHCR Mission through the protection and consolidation, in the long term, of the digital information directly affecting people of concern. It will secure sensitive information and protect investment in irreplaceable digital content often captured by staff, both international and local staff in dangerous situations. Above all the Trusted Digital Repository (TDR) will protect and unlock the potential of the digital legacy and archive of UNHCR and avoid a digital black hole of memory. Investing in this solution is a commitment to protect and preserve digital information for the future and to eliminate the needless loss of information and knowledge.

1.5 Outcomes

1.5.1 The anticipated outcomes of this project for UNHCR are, among other things, summarised below:

1. Implementation of an ISO 14721 TDR to protect the UNHCR Digital Archive for the long term.
2. Integrations of the TDR in phases over time with UNHCR systems (ADLIB; Content Server EDRMS (e-SAFE), Orange Logic, etc.) and implement the retirement and preservation of valuable data assets by moving them into the TDR.
3. Active preservation of digital assets stored within the TDR to ensure their survival for the long term, mitigating technological obsolescence, avoid alteration (and thus protect their integrity) and other risks to sustainability
4. Provision of access via our ADLIB catalogue to staff members, researchers and any other audience to facilitate the Global Strategic Priorities of UNHCR including strengthening protection, improving the quality of life and seeking solutions for refugees and other people of concern.

1.5.2 In particular, the system and its implementation will directly enable the following UNHCR Global Strategic Priorities:

2. “Fair protection processes and documentation” by securing individual case files and other assets essential to the safeguarding of people of concern, and making them available to support UNHCR operations.

3. “Support and management” ‘... effective and predictable delivery of information.’ by protecting and making available information of long term value to operations and resource management.

1.6 Scope of this RFP

1.6.1 General Requirement and Scope Definition

It is expected that the successful bidder will provide an online responsive solution capable of meeting the project requirements. UNHCR is interested in a highly secure cloud hosted solution with versions of the chosen technology already in use by other organizations and operating effectively. We are looking for a clear indication and interest of the provider in working in partnership with UNHCR to develop solutions over the time of the contract. The initial contract will be for 3 +1 +1 years.

1.6.2 The successful bidder's response must respond to all aspects of the project scope, and must meet all mandatory requirements described in this RFP, paying particular attention to documenting how

the proposed solution would meet the requirements in Annex B. The proposal must also describe practical examples in response to the Use case.

1.6.3 The following is in scope for this project.

1. Implementation of an OAIS compliant Digital Preservation as a Service (DPAAS) solution which ensures data security and confidentiality
2. Integration of the procured system with Adlib and Content Server systems, and other systems as required
3. Project Management services
4. Training
5. Documentation
6. End of contract transition
7. Hosting and storage
8. Service Level Agreement covering all service support provided by the supplier including, but not limited to:
 - i. response and remediation
 - ii. availability
 - iii. storage capacity increases
 - iv. upgrades
9. Supplementary Services
 - a. To include such work as future integrations; consultancy and advice.

1.6.4 The following is optional for this project:

- Pre-Ingest solution

1.6.5 The following is out of scope for this project: Cataloguing system

- Phase 2 of project which includes integrations with other systems such as Orange Logic, SharePoint, could be covered by 9. Supplementary services at some point in the future.

1.7 Anticipated Project Phases and Deliverables

1.7.1 The following are anticipated project phases and deliverables. Bidders are asked to include a recommended project plan with activities and milestones based on the project planning phases as part of their proposal. The plan should reflect activities based on the bidder's previous experience implementing similar projects and/or best practices for this type of project.

Table 1: Anticipated project phases and deliverables

Project Phase	Deliverables
Project management	Project Plan with milestones; integration planning
Implementation and integration Phase	Implementation of system
	Integration operational
	Integration operational for content of long term value held in e-SAFE. Ongoing
	Training and documentation

End of contract transition	Transition / exit plan and implementation of the plan as required
----------------------------	---

Project Phase	Deliverables
Hosting and storage	Cost for storage increase of 10 TB to c.400Tb
Service level Agreement	Service Level Agreement covering all service support provided by the supplier.
Supplementary Services	To include such work as future integrations; consultancy and advice.

1.8 Project Methodology and Quality Assurance

1.8.1 The project will follow UNHCR's project methodology based on PRINCE2, however the selected bidder's project and deployment methodology will be considered for activities executed by the bidder. The bidder is requested to describe their project and deployment methodology in their proposal, along with an explanation of their quality assurance processes.

1.8.2 The bidder is supplying the entire essential workforce for the implementation, and support and maintenance as well as for future developments such as certain integrations.

1.9 Methodology for Product Selection and Proposed Project Schedule

1.9.1 In accordance with United Nations (UN) procurement rules, an RFP process will need to be followed to select a bidder, which involves responding to the requests made in this document and to the comprehensive set of requirement questions contained in its annexes. The 'fit' of the proposed solution to the given requirements and the quality/completeness of these responses will be used to judge the capabilities of the bidder.

1.9.2 Bidders with valid bids will be requested to give a. demo/presentation to present their proposed solutions based on the given requirements matrix (Annex B) and UNHCR User Story (Annex F). A web teleconference meeting will be organized by webex. The estimated start date for the project is Mid-September 2017

Table 2: Planned RFP Schedule

Task	Date
RFP sent out to bidders	13th June 2017
Deadline to receive questions from bidders	25th June 2017. 23:59 hrs. CET
Deadline to respond to bidders question	3rd July 2017
Deadline for receipt of Proposals	23rd July 2017 23.59 hrs. CET
Demos/Presentation of short listed bidders /Final Evaluation (if required)	Week of 21st or 28th August 2017
Award of Contract	Expected September 2017

2 Digital Preservation Project

2.1 Overview

2.1.1 The overarching goal of this project is to implement an ISO 14721 Digital Preservation as a Service (DPAAS) solution deployed in a Cloud solution which is an ISO 27001 certified managed service that is regularly audited delivering a compliant and cost effective storage solution for data archiving requirements. The point of access for the material will be via our one ADLIB² catalogue. We also envisage integrations over time with key systems within UNHCR.

2.1.2 This solution will ensure that the servers holding the archive are managed by experts, both technical and archival to protect the long-term value, trustworthiness and authenticity of data through active data curation, chain of custody and ISO 27001 compliance.

2.2 Logical architecture

2.2.1 There is a logical architecture document that was drafted alongside these requirements. See Annex E. The logical architecture provides a consistent vocabulary for the system components and is based upon the OAIS reference model, which is used in this document.

2.3 OAIS

2.3.1 The Open Archival Information system (OAIS) reference model is the framework when considering requirements for the repository system. The categorisation of requirements, structure of this document and many of the terms used in it are taken from the OAIS reference model. Proposed solutions must be able to demonstrate that their architecture is strongly aligned with the OAIS model ([ISO 14721](#)).

2.4 Support for recognised open domain services

2.4.1 The procured system must support existing, non-proprietary standards used by the archival and digital preservation community. Examples are given in the requirements and include:

- Bagit for Submission Information Packages
- OAI-PMH for metadata exchange
- METS as metadata container
- Dublin Core and MODs for descriptive metadata
- PREMIS for preservation metadata

2.4.2 Use of open standards is important as it facilitates interoperability with external systems that support those standards. Additionally the use of standards for the internal storage and export formats of content and metadata protects against vendor lock-in and the event that the supplier goes out of business.

² ADLIB is UNHCR Archives' online catalogue system

3 Functional requirements

3.1 Overview

3.1.1 The following represents the high-level functional requirements that need to be addressed by the bidder's proposed solution. The detailed technical requirements which require bidder responses are included in Annex B.

3.2 Pre-Ingest

3.2.1 While UNHCR anticipates having its own pre-ingest workspace, in addition suppliers are invited to submit their own pre-ingest solution as a desirable requirement. The workspace should provide a secure gateway for material submitted to the preservation store. The workspace should provide a similar level of bit preservation functionality as the preservation store and enable secure basic protection such as backup, anti-virus checks as well as check summing content in a secure environment.

3.2.2 The pre-ingest workspace must be able to support flexible and configurable pre-ingest workflows for content from external systems and users, for example Content Server EDRMS (eSafe), Orange Logic DASM (Refugees Media).

3.2.3 These workflows transform heterogeneous content and metadata from external systems into defined SIPs. These workflows might be automated, manual or a mix of both, typically automated processing with manual quality assurance. It will continue to evolve as new content streams are selected for preservation.

3.3 Ingest functional facility

3.3.1 These requirements describe the transfer of material from the pre-ingest area into the preservation system. Material is submitted to the preservation layer as Submission Information Packages (SIPs). These are augmented by the preservation system at ingest to create an Archival Information Package (AIP) for long term preservation.

3.4 Automated ingest

3.4.1 The system must provide an API that supports automated ingest from external automated systems. The API should:

- Support batch ingest of material, see non-functional requirements for performance requirements.
- Return to the caller (submitter) either the status of the submission, including error information for failed submissions, or provide an ID and callback location where this information can be found asynchronously.
- Return the unique identifiers generated by the system for successfully ingested material.

3.5 Graphical User Interface

3.5.1 The system should also provide a graphical user interface (GUI) that allows authorised users to ingest material into the system. Again the GUI should:

- Support batch ingest of material, see non-functional requirements for performance requirements.
- Show the user the status of the submission, including error information for failed submissions.
- Return the unique identifiers generated by the system for successfully ingested material.

3.6 Validation of the submission information package

3.6.1 The system must be capable of validating the contents of a SIP and failing ingest if validation isn't successful. Validation may include but isn't restricted to:

- Missing required metadata fields.
- Invalid metadata.
- Failed checksum validation (see below)
- Invalid versioning metadata (see below)

3.7 Technical metadata

3.7.1 The system will use appropriate preservation tools to:

- Provide recognised and robust virus checking.
- Generate checksums for submitted material, and verify they match any checksums supplied by the submitter.
- Identify the file format of submitted material, e.g. DROID.
- Validate that the content complies with its format specification, e.g. JHOVE.
- Extract and record descriptive and technical metadata from submitted objects, also referred to as characterisation.

3.7.2 The results of running these tools and the information gathered by them should be recorded in the Archival Information Packages generated by the system. They should also be added to a queryable preservation metadata database that allows objects that meet technical criteria to be found, e.g. find all PDF version 1.4 files.

3.8 Relationship metadata for AIP and Preservation Metadata Store

3.8.1 The ingest entity must be capable of recognising relationships expressed in SIPs and converting them to a metadata standard for storage in the created AIPs and the preservation metadata store. It should be possible to define new types of relationship using the administrative interface although this may also require custom metadata parsing and transformation tasks to parse the data from the SIP and populate the AIP and metadata store properly. We provide some specific illustrations of relationship metadata to be supported and associated SIP examples.

3.9 Generation of Archival Information package

3.9.1 The system should generate an Archival Information package using data from the SIP augmented with metadata generated during ingest, supported technical metadata, extracted descriptive metadata. The generated AIP should be preserved in the Archival Store.

3.9.2 The Bagit bag below illustrates how the standard might provide descriptive metadata at submission (bag) and item level

descriptiveBag/

```
|-
|
| \- 2015-DEF-002-ENG-Communication Plan.docx \- data
|
| \- 2015-DEF-002-ENG-Communication Plan.docx.xml \- content
|
| \- 2015-DEF-002-ENG-Communication Plan.docx.xml \- metadata
|
| \- 2015-DEF-002-ENG-Communication Plan.docx.xml
| \- <version createdate="2015-08-07T12:05:56"
| \- filecreatedate="2015-08-03T16:52:33"
| \- filecreator=""
| \- filedatasize="31910"
| \- filemodifydate="2015-08-03T16:52:33"
```

```

filename="2015-DEF-002-ENG-Communication Plan"
fileplatform="2"
fileressize="0"
filetype="docx"

guid="0601194E-2192-4D33-AC64-068C42622C16"
id="555808" indexed="0" locked="0"
mimetype="application/vnd.openxmlformats
-officedocument.wordprocessingml.document"

modifydate="2015-08-10T12:48:27"
name="1" nodeid="555808" number="1" owner="1000"
providerid="555808" providername="Default"

vermajor="0" verminor="1">
</version>
-
manifest-sha1.txt
51fb86387fd40fa55b16c33bfaaac8f428a183b9
data/content/2015-DEF-002-ENG-Communication Plan.docx
1bb09cbe10d28ed7ea3303cf8d796bbf9ca2772d
data/metadata/2015-DEF-002-ENG-Communication Plan.docx.xml
- bag-info.txt
Source-Organization: Your details go here
Organization-Address: Address here
Contact-Name: John Smith
Contact-Phone: some number
Contact-Email: john@smith.org
External-Description: ...
\
BagIt-Version:
Tag-File-Character-Encoding: UTF-8
bagit.txt
0.97

```

3.10 Archival Storage function

3.10.1 The archival storage subsystem that provides long term preservation of digital content and metadata. The preservation metadata store provides a queryable data store for all metadata required for long term preservation, see logical architecture or OAIS reference model for further details

3.11 Preservation of file system information

3.11.1 The relationship functionality must be capable of recording the relative paths of files and folders for a particular submission. These might be represented straightforwardly as the file system hierarchy, relative to the data subdirectory of a [BagIt bag](#) as shown below:

```

manifestBag/
-
\
\ 1a-pic.png
\ 1a-desc.txt
created: 2015-08-03T16:52:33
modified: 2015-08-06T17:52:49
-
data
images
meta
manifest-sha1.txt

```

```

|                                     51fb86387fd40fa55b16c33bfaaac8f428a183b9    data/images/1a-pic.png
| 1bb09cbe10d28ed7ea3303cf8d796bbf9ca2772d data/meta/1a-desc.txt
|
|-
|
|                                     bagit.txt
|                                     0.97
|
BagIt-Version:
Tag-File-Character-Encoding: UTF-8

```

3.11.2 The ingest function must be able to:

- Recognise and parse the content paths relative to the bags data root directory.
- Record the relative submission paths for the content files, e.g. images/1a-pic.png in the archival AIP, i.e. in the archival store.
- Record the relative submission path in the preservation metadata store so that it can be used in queries and searches.

3.12 Archival storage

3.12.1 The archival storage subsystem that provides long term preservation of digital content and metadata. The preservation metadata store provides a queryable data store for all metadata required for long term preservation, see logical architecture or OAIS reference model for further details. The archival preservation store must be a cloud hosted and managed solution.

3.13 Automated integrity checking of AIPS

3.13.1 To ensure long term preservation of content the archival storage solution MUST:

- Perform periodic (at least 2x a year) hash checking of content to ensure that data does not become corrupted over time and produce audit records upon completion of a content check.
- Alert operators when hash checking fails and to any mitigating action taken such as replacement of a corrupt item with a valid, i.e. not corrupt in that hash checking yields the expected value, redundant copy.
- Keep audit records of hash checking failures and mitigating action.

3.14 Archive store should be atomically complete

3.14.1 It should be possible to recreate the preservation metadata store from the contents of the archival store. This mandates that all metadata provided by external systems, either passed in SIPs or as automated metadata updates, must be stored alongside the content on archival storage. Preservation metadata that can be regenerated by software tools is exempt from the archival storage requirement

3.15 Levels of preservation storage

3.15.1 The system should provide a bulk export facility to an external storage location. This export must include all content and associated metadata from the preserved AIPs, including all:

- original content and derivatives, e.g. access copies;
 - metadata retained from the original SIP submission, e.g.
 - Version metadata;
 - Links to external material; and
 - Hierarchical structural metadata such as file system relationships;
 - retained preservation metadata generated by the system during ingest; and
- all unique identifiers generated by the system

3.16 Data Management

3.16.1 The data management function is responsible for the preservation metadata store services. It returns result sets in response to queries via an API and manages the create, read, update, and delete lifecycle of queryable metadata.

3.17 Preservation metadata store

3.17.1 The preservation metadata store is a queryable store of preservation metadata, see logical architecture for more details. The store is effectively an index of metadata stored in, or derived from the AIPs. The preservation metadata store must provide an API that provides query functionality for external systems. This API must be secure and use the same authentication and authorisation protocols supported by the other system components.

3.18 Relationships

3.18.1 The preservation metadata store must be able to express and record relationships between items held in the archival store. A relationship is an abstract concept, concrete examples include:

- versioning, when a new item supersedes a previous one and the superseded item is retained in the store; and
- the relationship between an original item and derivative representations, e.g. access copies.

3.19 Administrative functional entity

3.19.1 This feature coordinates the Descriptive Information of the objects, their associated metadata and the system information that supports the archive. It maintains the database that contains the archive's information; generates reports in support of other functions; and updates the database. It also maintains databases of metadata such as descriptive/administrative/technical and preservation metadata.

3.20 Retention policy

3.20.1 New versions of content items and metadata will be ingested over the lifetime of the system. New versions of content items may be rare events while updates to metadata may be fairly frequent for some material. The system must support configurable retention policy for previous versions of material.

3.21 Preservation Planning Functional Entity

3.21.1 The Preservations planning service monitors the external environment for changes and risks that could impact the Digital Preservation System's ability to preserve and maintain access to the information in its custody, such as innovations in storage and access technologies, or shifts in the scope or expectations of the Designated Community.

3.22 Access Functional Entity

3.22.1 Access/Application Programming Interface /Graphical User Interface for Access/Support for Configurable Access Right Levels

3.23 Support and training

3.23.1 Service Level Agreements

Suppliers must supply SLA models consistent with the optimal performance of a Digital Preservation and Access system and demonstrate the various levels of SLAS plus costs of same.

3.23.2 Appropriate training

3.23.3 Dedicated support for repository from Enterprise.

3.23.4 Good quality authoritative documentation appropriate to the audience.

4 Non-functional requirements

4.1 Overview

4.1.1 Non-Functional requirements describe system attributes such as security, reliability scalability, maintainability and usability. In addition, they may include restrictions on the design of a system also referred-to as design constraints.

4.1.2 For the DPP project, data is considered highly sensitive and therefore the most important Non-Functional requirements would cover security for the cloud offering, data protection policies as well as assurances that UNHCR's data cannot be accessed by individuals/parties that are not authorized. At the same time the amount of data will grow significantly over time and therefore the system needs to ensure scalability, performance and availability.

4.2 SAAS security requirements

4.2.1 UNHCR will assess bidders SAAS offering based on a CAIQ: Consensus Assessments Initiative Questionnaire v.3.0 (Annex G). UNHCR will retain the right to audit the CSP security provisions/stipulations as it deems appropriate. In addition, bidders must:

1. Indicate their agreement by complying with Cloud Computing Special Conditions (**Annex H**)
2. Demonstrate security assurance level of ISO 27001:2013 certification for security management for services within scope of the engagement.
3. Indicate that they take full responsibility for the security of the underlying platforms (as per its contractual agreements with these suppliers), including informing UNHCR of security breaches that may compromise the security for the data hosted n the SaaS platforms. The process to inform UNHCR of such security breaches is t be clearly described in the proposal. Underlying platforms include, but are not limited to, the cloud infrastructure including networks, servers, operating systems and storage.
4. Provide CSA STAR certification.
 - a. AES 256 encryption would be preferable
5. The bidder is also asked to provide evidence of any third party validation of security controls implemented at the CSP in the form of recent security audits or risk assessments

4.2.2 The bidder is also encouraged to/should demonstrate security assurance by having the following cloud service specific certifications:

4.2.3 ISO/IEC 27017:2015 (Code of practice for information security controls based on ISO/IEC 27002 for cloud services) and ISO/IEC 27018 (Code of practice for protection of Personally Identifiable Information (PII) in public clouds acting as PII processors)

4.3 SaaS requirements

4.3.1 The supplier must provide their responses to the non-functional requirements in the table provided. The matrix contains several worksheets including non-functional requirements. The supplier is requested to identify and demonstrate how each requirement is met (or not) and provide proof and explanations in each column. (Annex B)

5 The expected role of the bidder

5.1 Prerequisite experience

5.1.1 Relevant previous experience with Digital Preservation will be assessed as a part of the evaluation criteria. UNHCR will give favourable consideration to responses from companies with demonstrable experience in similar situations.

5.2 Partnership

5.2.1 The project needs a collaborative approach with the chosen supplier to be one of partnership. While understanding the financial implications of developments, the willingness to rise to challenges (some examples are described in the User Story document Annex F) posed by the environment in which UNHCR operates will be an essential part of the client-supplier relationship. Demonstrate and prove how this will be achieved must be a part of the procurement process.

5.3 Project Management

5.3.1 The bidder is expected to provide a project plan with sufficient detail on the approach to delivering the project. Estimated start and end dates for the phases of the project will be expected, assuming that the go-live / in production solution is a fixed date of 14th November 2017.

5.4 Vendor Project Management Activities

5.4.1 The bidder is expected to provide a Focal Point to lead the bidder resources and activities with close collaboration with the UNHCR Project Manager.

5.5 Maintenance Services

5.5.1 The bidder is requested to provide details of on-going maintenance and support requirements to keep the proposed solution up to date and 'alive'. Details of annual maintenance and support options and their associated costs are expected to be shown in the bid. Aspects of support to be included are: grading of issues according to impact and severity, response times and resources associated with levels of severity, penalties for not meeting agreed service levels.

5.6 Training Services

5.6.1 The bidder is expected to describe the type of training that is included as part of the offer, along with a detailed description of the proposed functional and technical training.

5.7 Supplemental Services

5.7.1 The bidder is expected to describe the type of Supplemental Services they can offer. This would include, for example:

1. Optional consultancy services that would be available for possible future work.
Such as integrations with other UNHCR systems such as Orange logic, SharePoint and so on. This should be expressed as a daily rate, both inclusive and exclusive of travel costs. (Costs are not to be included in the technical proposal, please use **Annex C**, Financial Offer Form)
2. Optional costing model and information for additional training, should it be required in the future.
This should be expressed both by module and daily rate, both inclusive and exclusive of travel

costs. (Costs are not to be included in the technical proposal, please use **Annex C**, Financial Offer Form).

6 Proposal

6.1 Overview

6.1.1 This section provides bidders with the guidelines for and the structure of their proposals. Please ensure this is respected. Please note that UNHCR is looking for bids and proposals that will communicate an understanding of the context and the job that needs to be done and offer solutions and added value. In addition to addressing the elements in the TOR as part of their technical proposal, bidders are required to submit a completed Annex B to this RFP with details on how their proposed solution would meet the requirements.

6.2 The proposal should be submitted as follows

6.2.1 In Annex B, each requirement must receive a full response, in order and by number, indicating either whether the service provides the capability, or not. In order to respond to this RFP the bidder is invited to respond to these requirements by selecting one of the options: whether the requirement is (i) “fully met” by the proposed solution; (ii) whether there is a “work around” or ability to “customise (must indicate if a major or minor customization is anticipated)”, in which case the estimated costs must be stated; or (iii) whether it “cannot be met.” Vendors must comment on the each answer.

6.2.2 The successful bidder will take a holistic view of this project and not just respond to the lists of requirements.

6.2.3 The proposal must also describe practical examples in response to the Use case.

6.2.4 The proposal must be categorized as follows

- a. Project Management services including detailed project plan for all phases of the project
- b. Implementation of an OAIS compliant Digital Preservation as a Service (DPAAS) solution which ensures data security and confidentiality
- c. Integration of the procured system with Adlib and Content Server systems, and other systems as required with practical examples in response to the User Story, see Annex F.
- d. Training and documentation
- e. Hosting and storage
- f. On-going Operational Support & Maintenance
- g. Service Level Agreement covering all service support provided by the supplier including, but not limited to:
 - i. response and remediation
 - ii. availability
 - iii. storage capacity increases
 - iv. upgrades
- h. End of contract transition
- i. Supplementary Services
 - i. To include such work as future integrations; consultancy and advice

The following is **optional** for this project:

- j. Pre-Ingest solution

The following is **out of scope** for this project: Cataloguing system

- k. Phase 2 of project which includes integrations with other systems such as Orange Logic, SharePoint.

6.2.5 The above breakdown must also be included in the pricing component of the RFP with options and assumptions clearly stated.

6.2.6 It should be noted that UNHCR wishes to avoid the situation where vital services required during the project are belatedly declared as "not included" or "not implied" by the requirements attached in the Annexes. It is important to establish an open and honest working relationship whereby the bidder has a complete understanding of the project objectives and aims to help us achieve them from the outset and over time. Please show UNHCR that you have understood this.

6.3 Pricing

6.3.1 It is essential that the pricing component of the vendor proposal is submitted separately from the functional and non-functional component. In this section, the requirements for the pricing of bids are set out. The Table tree below is included in order to give clarification about the project phases with the aim of helping bidders to propose appropriate costing models for the identified phases.

Table 3: Project Phases and Deliverables

Project Phase	Deliverables	Pricing Type
Project management	Project Plan with milestone; integration planning	One-off
Implementation and integration Phase	Implementation of system	One-off
	Integration operational	One-off
	Integration operational for content of long term value held in e-SAFE. Ongoing	One-off
	Training and documentation	One-off
End of contract transition	Transition / exit plan and implementation of the plan as required	One-off

Ongoing costs	Deliverables	Pricing type
Hosting and storage	Cost for storage increase of 10 TB to 400Tb	Costs for 3 +1+1 years
On-going Operational Support & Maintenance, SLAs	Support and maintenance contract	Costs for 3 +1+1 years levels of service.
Supplementary Services	To include such work as future integrations; consultancy and advice.	Daily Rate
Escrow	Escrow service	Costs for 3 +1+1 years

7 Evaluation

7.1 Technical Evaluation

7.1.1 The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score.

<i>1. Company Information</i>	12 pts
<i>2. Functional Requirements</i>	33 pts
<i>3. Non-Functional Requirements</i>	32 pts
<i>4. Application Integration</i>	14 pts
<i>5. Pre-Ingest Requirements</i>	9 pts
Total (70%):	100 pts

7.1.2 The technical offer will be evaluated using the following criteria and percentage distribution: 70% from the total score. The minimum passing scores of the evaluation is 60 pts (42%) out of 100 pts (70%) in order to be considered further for the financial evaluation.

8 Key Performance Indicators

8.1 Performance Evaluation

8.1.1 UNHCR expects to monitor the performance of the selected supplier.

1. Timely delivery and implementation of a Digital Preservation database which satisfies the stated requirements.
2. Project kept within the contracted budget
3. Providing the required level of effort
4. Ongoing technical maintenance and support

Any UN and/or humanitarian organization discounts must be clearly stated.

Please note that the pricing component must be submitted separately - Please refer to the Request for Proposals for instructions about Manner of Submission and specific pricing matrix you are requested to use in your response.



9 Considerations

9.1 Overview

9.1.1 UNHCR will provide answers to questions that prospective bidders may have during the period leading up to the submission of the bids. (see Table 1 for planned RFP schedule)

9.2 The UNHCR Team

9.2.1 An internal team will be assigned to the project

9.3 Risk Management

9.3.1 The bidder will assume a direct responsibility for risk management to the extent that project deliverables should not be imperilled. To this end, the bidder will work with UNHCR project management to ensure that risk is at all times identified in a timely manner, and managed to ensure that the project is not adversely impacted. Appropriate documentation will be maintained for UNHCR project management.

9.4 References

9.4.1 Please supply references, as these will be checked during the evaluation phase.

10 Glossary

CET	Central European Time
DER	Division of External Relations
DIST	Division of Information Systems and Telecommunications
HQ	Headquarters
RAS	Records and Archives Section
RFP	Request for Proposal
UNHCR	United Nations High Commissioner for Refugees

11 Annexes

Annex Number	Annex Title
Annex A	Terms of Reference
Annex B	Consolidated Requirements Matrix.
Annex C	Financial offer form
Annex D	Vendor registration form
Annex E	Architecture
Annex F	User Story
Annex G	CAIQ: Consensus assessments Initiative Questionnaire v 3.0
Annex H	UNHCR Cloud Computing Special Conditions
Annex I	UNHCR Special Data Protection Conditions
Annex J	UNHCR General Terms and Conditions for the Provisions of Services - 2010