

DATE: 29 MARCH 2022

REQUEST FOR PROPOSAL: NO. RFP/2022/012

FOR THE ESTABLISHMENT OF A SERVICE CONTRACT FOR THE
IMPLEMENTATION OF

VERITAS NETBACKUP – Data Center Extension

CLOSING DATE AND TIME: 19 APRIL 2022 – 16:00 HRS (LEBANON
LOCAL TIME)

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,878 people in more than 132 countries continues to provide assistance to approximately 26 million refugees and 48 million internally displaced people. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Beirut, Lebanon invites qualified service providers who are registered with the Government of Lebanon to make a firm offer for the establishment of a service contract to provide Veritas Netbackup – Data center extension (referred to hereinafter as "Services").

IMPORTANT:

Terms of Reference (TOR) are detailed in **Annex A** of this document.

IMPORTANT:

Once a service contract is signed, either party can terminate the agreement upon 90 days' notice in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with article 18 “settlement of disputes” of the UNHCR General Conditions of Contracts for the provision of Services shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal (RFP) and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of Article 5 of the attached UNHCR General Conditions of Contract for the Provision of Services, July 2018 version (**Annex D**).

Note: this document is not to be construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION

2.1 RFP DOCUMENTS

The following Annexes form integral part of this RFP:

- Annex A: Terms of Reference (TOR)
- Annex B: Financial Offer Form
- Annex C: UNHCR Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Service - July 2018
- Annex E: UN Supplier code of conduct – December 2017
- Annex F: Vendor Confirmation on Non-Sanction lists

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to elahmady@unhcr.org with cc to eljebbaw@unhcr.org as to:

- Your confirmation of receipt of this RFP;
- Whether or not you will be submitting a proposal.

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Youssef El Ahmad, Supply Associate: elahmady@unhcr.org with cc to eljebbaw@unhcr.org.

In e-mail subject please indicate: "Inquiry on RFP: RFP/2022/012 for VERITAS NETBACKUP – Data Center Extension".

The deadline for receipt of questions is at 16:00 Hrs Lebanon local time on or before **06 April 2022**. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Failure to comply with this provision may result in disqualification.

UNHCR will compile the questions received and plans to respond to the questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration

IMPORTANT:

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the e-mail address provided in the "Submission of Bid" section 2.7) of this RFP.

2.4.1 Statutory Documentation

The following documents should be submitted within your offer to be eligible for evaluation:

- Company registration documents with the Government of Lebanon (Commercial Circular dated maximum one year form deadline of tender and Certificate of incorporation);
- Copies of audited financial statements for the last 2 years (2020 & 2021 if available); if not, please provide 2019 & 2020;
- Registration certificate with VAT, if applicable;
- Certificate proving the firm has been in business for a minimum period of three (3) years prior to the closing date of this request for proposal;
- Proof the company is a VERITAS NETBACKUP Partner or dealer with Advanced level or above with required competencies for all products that will be installed and Certified (provide partnership certification or dealer certificate);
- Proof the company have at least 1 VERITAS NETBACKUP – Data Center Extension.
- Certification that the Design and Deployment for the scope will be done by a Veritas netbackup Partner and the Design will be validated by Veritas team;

Please note that UNHCR cannot do business with companies who are not registered with the Government of Lebanon and have not been in business for at least three (3) years prior to the closing date of this Request for Proposal.

Your proposal shall comprise the following two sets of documents:

- Technical component
- Financial component

2.4.2 Content of the TECHNICAL COMPONENT- 60% Weight

IMPORTANT:

No pricing information should be included in the Technical component. Failure to comply may risk disqualification. The technical component should contain all information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in **Annex A**. The technical component of your proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

a) Company Profile

An overview of your company, services and goods offered and its ownership/organizational structure and total number of employees. If multi location company, specify headquarters location, list of clients in the current portfolio, submit Quality Standard Certificates, if available.

Any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

b) General Organization Capability

A description of the Firm's capability for managing the services requested:

- Years of experience as a VERITAS NETBACKUP provider in Lebanon, description of your organization experience in rendering similar services;
- Number of similar and successfully completed or underway projects, specifically within the last five years, including project name, client name, value, dates, locations and contact details of the client. (The Supplier should provide at least /3/ similar reference in same domain)

c) Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

- Any comments or suggestions on the Term of Reference (TOR);
- Provide a description of your firm's approach and methodology of how your firm would roll-out and implement the requested services outlined in the TOR along with a detailed project plan for the implementation of the project specifying the milestones, timeline **and allocated resources of the project**. This should also include details about the implementation and operation documentation templates that will be used throughout the project.;
- Proposed response time, provide a Critical Path Schedule (CPS) from the day of the contract signature providing exact mobilization time needed. Taking into consideration that the migration should take place with minimum downtime and a migration plan should be verified and approved by GSF Team and that all migration should be after business hour.

d) Personnel to carry out the assignment:

- Project organogram. Provide the organizational chart that will be put in place to deliver the services required together with a description of the management and key personnel structure, including the below:
 - Number and details about the provider's team veritas Certifications, including validity, dates of when the certifications were obtained and/or issued (a minimum of 2 cv's with related Certification are required);
 - Level of expertise of the provider's team and certifications;
 - Number of the resources that the provider will allocate for the project (implementation and support).

e) Vendor Registration Form: If your company is not already registered with UNHCR, you should, complete, sign and submit with your technical proposal the Vendor Registration Form attached with this RFP (**Annex C**).

f) UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing and submitting as part of your technical offer (**Annex D**).

The technical component will be evaluated using, inter alia, the following criteria and percentage distribution: 60% from the total score.

2.4.3 Content of the FINANCIAL COMPONENT- 40% Weight

Your separate financial offer must contain an overall offer in US Dollars.

The financial offer must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (Annex B). Bids that have a different price structure may be disqualified.

UNHCR is exempt from all direct taxes and customs duties. Thus, price must be given without VAT.

VAT, if applicable, will be paid to the company by UNHCR which it claims for refund with the Government later.

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a cost of the assignment.

2.5 BID EVALUATION

2.5.1 Supplier Registration

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing
- Core business
- Track record
- Contract capacity

2.5.2 Technical and Financial evaluation

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on technical and financial offers. The percentage assigned to each component is:

- Technical component 60%
- Financial component 40%

The Technical component will be evaluated using, inter alia, with percentage of 60% weight allocated to it.

Technical Evaluation Criteria and Maximum Obtainable Points

S.N.	Criteria	Maximum obtainable points
1	Company Profile Company profile/background, organization, staffing structure and client lists. Company will be scored based on coverage of required goods / service, size, how clearly the organization and staffing structure is described and relevance to UNHCR programme. Relevant client lists with similar programmes will receive higher score.	15
2	General Organization Capability Company will be scored based on relevant experience and capacity.	20
3	Understanding of the requirements for services, proposed approach, solutions, methodology and outputs Company's offer show understanding of UNHCR TOR's requirement; Company's approach and methodology is in line with UNHCR TOR's requirement.	45
4	Proposed personnel to carry out the assignment	15
5	Detailed project startup timeline and deliverables	5
Total		100

The minimum points for the technical offer to be technically compliant and proceed to financial evaluation will be 60% of the 100 points (i.e. 60 points). That is the minimum of points out of 100 maximum possible points for the technical offer in order to be considered further for the financial evaluation.

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial components (60% -Technical component; 40% - Financial component).

The **Financial component** will use the following percentage distribution: 40% from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared amongst the participating firms. All other price offers will receive points in inverse proportion to the lowest price; e.g. **[total Price Component] x [US\$ lowest] \ [US\$ other] = points for other bidder's Price Component.**

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals, UNHCR may at its discretion, ask the bidder for clarification about the content of proposals. The request for clarification and response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

2.5.3 UNHCR may conduct a due diligence/vendor verification exercise if the bidders are not known to UNHCR or have not already worked satisfactorily for UNHCR in the past if the bidders are found to be technically compliant by passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the finding of the due diligence/supplier verification report will prevail. UNHCR will not conduct such exercise for those unknown bidders whose offer do not pass the technical evaluation.

2.6 CONTRACT AWARD CRITERIA

The bidder securing the highest combined score from technical and financial offers will be awarded the contract.

2.7 SUBMISSION OF BID

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <http://etenderbox.unhcr.org>

In order to use the eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical offer and financial offer shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is **10MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline: 19th April 2022 – 16:00 HRS Lebanon Local Time

IMPORTANT:

The tender deadline displayed on eTenderBox is always in the user's local time zone. Therefore, no further time difference calculation is needed in order to define the deadline of the tender. Please always consider the above before submitting your offer and make sure that all documents are uploaded and submitted to eTenderBox well before the tender deadline.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

IMPORTANT:

Any bid submission via email or hard copy may result in disqualification of your offer unless instructed in writing by UNHCR. Please note that external links for file transfer will not be accepted.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.8 BID ACCEPTANCE

UNHCR reserves the right to accept or reject the whole or part of your bid without having to assign any reason whatsoever and is not obliged to select the lowest offer.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.9 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payments will be made in accordance to the General Conditions for the Provision of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful delivery of services by UNHCR business owner.

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contract for Provision of Services (**Annex D**) will be strictly adhered to for the purpose of any future contract. The bidders must confirm the acceptance of these terms and conditions by submitting a signed and stamped copy with the offer.

2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advises bidders not to offer any gift, favor, hospitality, etc. to UNHCR staff.

2.12 THE UN GLOBAL COMPACT

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at:
<https://www.unglobalcompact.org/>

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