



ICC

international
computing
centre

ICT SOLUTIONS
FOR THE
UN FAMILY

**ISO 27001, 27701, 27017, 27018, 22301, 20000 and 31000
Services
UNICC-RFP-2021-006 - PR-000043**

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REQUEST FOR PROPOSAL

ISO 27001, 27701, 27017, 27018, 22301, 20000 AND 31000 SERVICES

April 12, 2021

1. Overview

1.1 Objective of the RFP

The purpose of this Request for Proposals (RFP) is to enter into a contractual agreement with a successful bidder and select a suitable contractor to carry out the following work:

ISO 27001, 27701, 27017, 27018, 22301:2019, 20000 and 31000 Consultancy, Internal and External Audit Services

UNICC will enter into a Framework Agreement with selected bidder(s) who will remain subject to an annual assessment of the provider's performance. The Framework Agreement with the chosen supplier(s) will be for a period of **three years**. The estimated contract start date will be on or around **1 August 2021** and Supplier shall be available to start Audit activities in October 2021.

UNICC is under no obligation to request any of the services specified in this Annex with the selected bidder(s), and assumes liability for payment only for services satisfactorily delivered by the contractor and for which a Purchase Order has been issued by the UNICC.

1.2 About the International Computing Centre (UNICC)

The International Computing Centre (UNICC) has nearly 50 years' experience providing Information and Communications Technology (ICT) services to United Nations programmes, funds and entities. Its mission is to provide ICT services to the United Nations family, maximise the sharing of infrastructure, systems and skills and generate economies of scale to benefit its 70 Clients and Partner Organizations (those with membership or representation in UNICC's Management Committee).

As a part of the UN family, UNICC espouses the same values that the UN embraces. As a service provider, UNICC's core values are unmatched and underlie its continued growth: trust, customer-focus, accountability, understanding cross-cultural differences, excellence, innovation, and teamwork. This combination has made UNICC the preferred provider of shared ICT services within the United Nations System.

The management structure of the UNICC is comprised of a Management Committee and a Secretariat.

UNICC is governed by a Management Committee composed of one representative from each of its Partner Organizations. The Management Committee meets twice a year, normally in April and October. In addition, an Advisory Group consisting of six to eight Management Committee members assists its Chairman and the Director of UNICC on specific items.

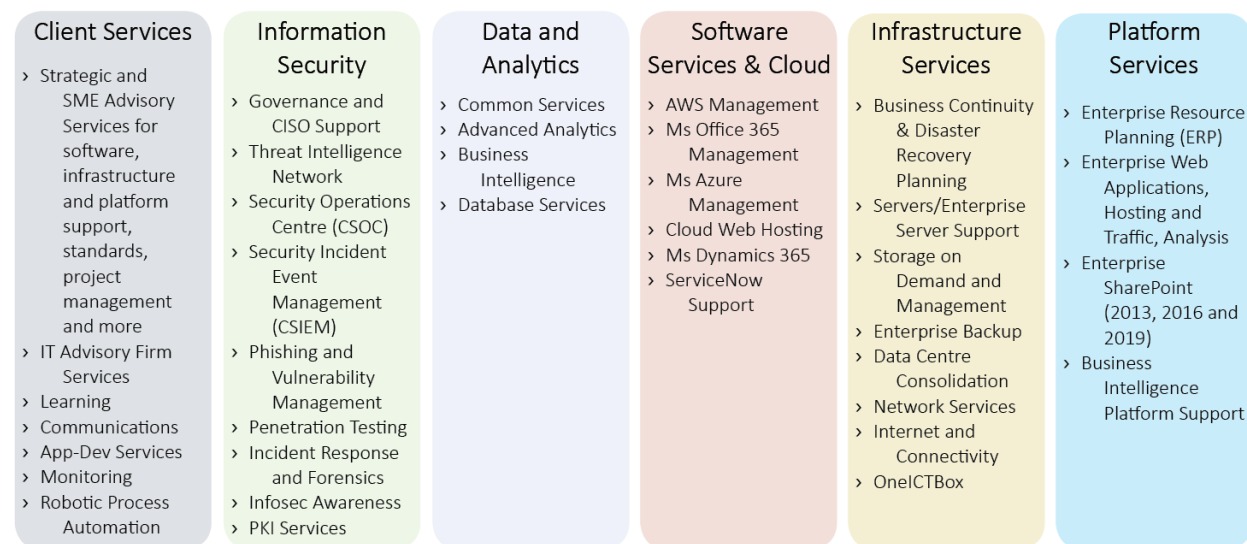
The Secretariat, staffed with such number of employees as may be required and approved within the Programme Budget of the UNICC, is the operating organ of UNICC. A Director, who is its Chief Executive Officer, heads the Secretariat. UNICC is hosted by the World Health Organization (WHO). As Host Organization, WHO provides administrative services concerning personnel, legal, financial, and other related matters, to UNICC.

UNICC Services

UNICC has embraced the cloud computing model that the National Institute of Standards and Technology (NIST) defines as "a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction."

UNICC's services are organized around the NIST model and supplemented by its Client services, information security, data, and analytics as well as specialised cloud integration and support models.

UNICC Services Delivery Model and Categories.



For additional information about UNICC please visit our website www.unicc.org.

2. Requirements

2.1 UNICC General Conditions and Confidential Disclosure Agreement

All suppliers responding to this RFP shall acknowledge in their Proposal that UNICC Terms and Conditions for Contracts (Services) are acceptable. If any of UNICC Terms and Conditions are not acceptable, the bidder is required to indicate in the Proposal with specificity any reservation(s) it has in respect of any of them and must provide alternative language to the particular clause. Please note, however, that such reservation(s) or deviation(s) will be taken into account, in the sole discretion of UNICC, in the evaluation of the Proposal, including the comparative evaluation with other Proposals and might result in the rejection of the Proposal.

The contract and the engaged Company will be subject to the General Conditions of UNICC and Confidential Disclosure Agreement.

2.2 Confidentiality

This RFP is confidential and proprietary to UNICC, contains privileged information, part of which may be copyrighted, and is communicated to and received by vendors on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of UNICC, except that vendor may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining Proposals from them. Notwithstanding the other provisions of the RFP, bidders will be bound by the contents of this paragraph whether or not their bidder submits a Proposal or responds in any other way to this RFP.

2.3 Prime bidder(s) responsibility/subcontractors

UNICC wishes to establish a Framework Agreement with **only prime vendor(s)** to fulfill all the requirements set forth in this RFP. Therefore, any contract that may result from this RFP shall specify that the prime bidder is solely responsible for the fulfillment of the contract with UNICC. UNICC will make contract payments to the prime bidder(s) only.

The use of subcontractors must be clearly explained in the proposal, and must be **identified by name**. In accordance with UNICC General Terms and Conditions for Contracts, the contractor shall obtain the prior written approval and clearance of UNICC for all subcontractors. Please note that approval of subcontractors will be considered only when the bidder is recommended for the award. **However, bidders are required to disclose as part of their proposal whether they are planning to use subcontractors and if so, subcontractors must be identified.** The prime bidder(s) shall be wholly responsible for the entire performance whether or not subcontractors are used.

2.4 Engagement model

For each assignment or project that requires Audit Services, the following approach will be carried out:

- For each assignment or project, UNICC will issue a Terms of Reference (ToR) and invite the selected vendor(s) to submit a proposal based on the agreed rate card (or lower).
- UNICC will evaluate the proposals and may choose to interview proposed consultants as part of the evaluation process.
- UNICC will issue an Agreement for Performance of Work (APW) contract to the selected vendor for a certain work of a project and an established amount of time, based on the agreed Rate Card.

The Rate Cards agreed with the selected bidders may be revised during the Framework Agreement period if the vendor chooses to decrease the service rate for the work.

2.5 Contract establishment and Price validity

- Prices must be defined for the periods shown in Annex I and any price decrease should be communicated to UNICC for contract modification.
- UNICC is only liable for the costs of services actually provided in connection with APWs issued by UNICC and signed by the Supplier.

Please fill in the financial information in the Annex II document, as part of the RFP response, and UNICC will evaluate the response as per its needs.

(*) In light of COVID Pandemic, virtual delivery services are required and/or acceptable.

2.6 Proposal Requirements

- A Technical Proposal covering the criteria specified in paragraph “3. Key Deliverables” and comprising the following:
 - Company profile
 - Understanding of UNICC requirements for both Resources per role AND providing expertise in the required service areas relating to audits and certifications.
 - Sample list of similar engagements delivered with resources based at location specified in Annex II – Financial Response Summary
 - At least 3 Customer References highlighting an ROI-based outcomes efficiency delivered to clients for similar projects
(e.g. customer revenues through Audit service consultancy projects for companies with more than USD 1 million annual revenue or similar or references from other UN organizations)
 - Relevant certifications and accreditations of resources
 - A minimum of 3 CV profiles per relevant ISO certification (it is acceptable to use the same profile for multiple certifications if they are accredited)
- A Financial proposal comprising a completed Annex II.

Financial proposals are to be submitted separately from the technical proposal. Any indication of costs of this engagement to UNICC in the technical proposal will cause the proposal to be disqualified.

3. Key Deliverables

3.1 Subject

Services to be provided will be related to a particular or combination of the latest versions of the following management systems and certifications:

- a) Information Security Management Systems (ISMS) – ISO/IEC 27001
- b) Business Continuity management System (BCMS) – ISO/IEC 22301:2019
- c) Service Management System (SMS) – ISO/IEC 20000
- d) Other standards like 31000, 27701, 27017 and 27018

The main services to be provided are:

- Consultancy services including but not limited to:
 - Gap analysis/ pre-audit to assess the state of Management System and produce an action plan to achieve the related certifications and accreditations;
 - Assess and review the scope along with the development of tailored implementation plan;
 - Implement or review existing management systems controls, policies, processes, procedure, plans and any other related documentation;
 - Conduct business impact analysis;
 - Conduct risk assessments including mitigation plan;
 - Perform internal control reviews;
 - Selection or customization of supporting tool for the management system;
 - Define or review KPIs and metrics for the management system and any implemented controls;
 - Documentation of improvements initiatives;
 - Conduct ISO awareness sessions.
- Internal audit services:
 - Provision of internal audit;
 - Development of internal audit program;
 - Perform internal audit to determine the readiness of the in-scope services.
- External audit services:
 - Conduct certification audits including initial certification and surveillance audits;
 - Completion of Continuous Service Improvement (CSI) initiatives with required expertise;
 - Implementation of audit findings.
- Training:
 - Senior Management Briefing, Foundation and Internal Audit Training.

When auditing or assessing multiple management systems, the bidder must take into account the following requirements:

- Reduction of the total cost for audit activities - as multiple management systems will be audited in a single exercise;
- Reduction of the total effort from auditees - as multiple management systems will be audited in a single exercise; and
- Effective communication of all the audit findings to the right stakeholders.

3.2 Scope

The scope depends on the organization and will be within the 'business context' of the organization.

3.3 Deliverables

At the minimum, the bidder must provide a final report with the output and results of the service provided. Services shall be separated into categories. Additional documents may be required based on the service and activities provided.

The direct recipient of the report shall be the UNICC's GRC Manager.

Deliverables shall be submitted in English.

3.4 Timeframe

The timeframe must be agreed before starting the service.

3.5 Costs

The proposal shall present the total cost of the audit including any potential travel (economy travel only).

The bidder must take into account the reduction of the total cost for audit activities due to the fact that multiple management systems will be audited in a single exercise.

3.6 Staffing

The audit shall be carried out by experienced consultant with:

- minimum five (5) years of relevant technical experience in the related management system;
- in case of external audit, valid accreditation from any of IAF member bodies for undertaking certification audit under the related standards during the contract period;
- strong analytical, technical, and interpersonal skills;
- strong knowledge of best practice frameworks (e.g., COBIT, ITIL);
- excellent English written and verbal skills.

UNICC's staff and consultants' workforce consists of many diverse nationalities, cultures, languages and opinions. UNICC seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Respondents to this RFP are requested to confirm, in writing, that applications for this role have been encouraged from all qualified candidates without distinction on grounds of race, color, sex, national origin, age, religion, disability, sexual orientation and gender identity.

United Nations Core Values are Integrity, Professionalism, Respect for Diversity. RFP responders should include equitable representation of women in their proposal in order to be considered for further technical and financial assessments.

4 . Commercial Terms and Price Validity

- The purpose of this section is to provide a **complete understanding of terms and costs** associated with a vendor's proposal, in order to establish the best prices and/or volume discount schemes available to UNICC and through UNICC to its Partners and User Organizations.
- UNICC expects to establish a Framework Agreement with the selected Proposer(s) in order to permit costs to be distributed properly over the life of the agreement.
- UNICC expects and strongly encourages Service Solutions providers to recognize the cumulative value of business provided by UNICC and the UN Family to the selected vendor over the life of the commercial relationship. Therefore, deeply discounted pricing, cumulative discounts schemes or upfront favored Nations pricing are expected.
- UNICC, through this agreement, strongly encourages the Proposers to maintain the same pricing throughout the Framework Agreement term for three years and clearly stipulate in their financial proposal whether such commitment has been made.
- Any preferred pricing scheme to provide, UNICC or any UN agency, fund or programme accessible to the best pricing should be clearly stated.
- Please do share how you would be able to provide best prices under the contract by either maintaining the price over the term of the contract (3 Years) or introducing a volume/tiered pricing (over 3 Years) or providing a best (flat) discount structure from the market prices. Companies should maintain the agreed/negotiated rates during the due course of the mentioned three years' contract duration, unless otherwise specified in the financial proposal.
- As a result of this RFP process, UNICC reserves the right to award a Framework Agreement in full or for the selected part of the requirements to the selected Proposer, if deemed to be in the best interest of UNICC.
- UNICC also reserves the right to make the following decisions and actions based on its business interest:
 - UNICC can accept or reject any proposals without disclosing details of the evaluation result to the Proposer
 - UNICC can negotiate with one or more Proposers.
 - UNICC can make split awards to more than a single Proposer.
 - UNICC can choose or reject line item services or pricing elements.