

**International Labour Office (ILO) Geneva**

**Request for Proposal (RFP)**

**RFP N° 38/2011**

***Integrated Resource Information System (IRIS)***

***Hosting, Operations, Support and Maintenance***

***Annex 10: Bidder Submission Package – Commercial Component***

***<<Company Name>>***

**- NOT TO BE OPENED BEFORE COMPLETION OF TECHNICAL EVALUATION -**

Dear Sir:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Hosting, Operations, Support and Maintenance Services for Integrated Resource Information System (IRIS), the sum as may be ascertained in accordance with the costs attached herewith and made part of this Proposal.

We warrant that the information we have provided is materially accurate and acknowledge that if any information is found to be materially inaccurate that it may result in the disqualification of our proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Dated this day /month of year

Signature

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of <<Authorized Office, Company Name>>

**Commercial Component Template**

Instructions

1. Bidders are expected to provide a good faith estimate of all costs so that the ILO may assess bids based on Total Cost of Ownership. Any indication that a good faith attempt to communicate all costs of the potential relationship with the ILO was not made could work negatively against the bidder at any stage of the evaluation and any potential negotiation.
2. Please all costs in US$ excluding all taxes.
3. We expect that there will be no separate travel costs invoiced to the ILO in context of this mandate, and that the proposed rates include all expenses, visas, insurance and travel costs.
4. The tables “Mandatory” and “Optional” below must be completed in full.
5. The table “Other Expenses and Fees” should contain any other service, fee or expense items that the ILO will be charged for the Bidder to completely fulfil the requirements of the Mandatory sections of the RFP.
6. Remember that the ILO may only select certain optional components of a bidder's offer, and that this shall not impact the unit prices offered in this proposal.

Please provide the following costs in USD excluding all taxes.

| **Mandatory**  **Please refer to relevant sections of the Technical Component of the RFP for the ILO Requirements / SLAs.** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Price Component** | | **One-time Setup**  **Fee US$**  **(excluding all taxes)** | **Monthly Fee US$ (excluding all taxes)** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| **Infrastructure, Technical Operations and Support** | | |  | | | | | |
| M1 | Production environment  As described in the RFP including, failover and a dedicated connection access. | |  |  |  |  |  |  |
| M2 | 4 Mandatory Non-Production Instances  DEV, TST, UAT, TRN – to be fully administered by the outsourcing provider | |  |  |  |  |  |  |
| M3.1 | Additional 10 Non-Production Instances – option 1  To be fully administered by the outsourcing partner. E.g. instance cloning, applying patches. SLAs must be satisfied as mentioned in the technical component of the RFP. | |  |  |  |  |  |  |
| M3.2 | Additional 10 Non-Production Instances – option 2  Outsourcing partner to provide the infrastructure to support 10 instances including backups. DBA tasks will be carried out independently by the ILO staff e.g. cloning and applying patches. SLAs must be satisfied as mentioned in the technical component of the RFP but obviously cloning and patching can be ignored in this cost component.  *NB/ Depending on costs the ILO will choose either option 1 or option 2 as described in M3.1 and M3.2 respectively.* | |  |  |  |  |  |  |
| **Scalable Costs** | | |  | | | | | |
| M4 | Storage (Per Additional Cumulative 100 GB) | Production |  |  |  |  |  |  |
| Non-Production |  |  |  |  |  |  |
| M5 | Backups (Per Additional Cumulative 100 GB) | Production |  |  |  |  |  |  |
| Non-Production |  |  |  |  |  |  |
| M6 | Bandwidth (Per Additional Cumulative 4 Mbps average capacity) | |  |  |  |  |  |  |
| M7 | Processing Capacity (Per 25% increase from the initial loading) | Production |  |  |  |  |  |  |
| Non-Production |  |  |  |  |  |  |
| **Disaster Recovery** | | |  | | | | | |
| M8 | Disaster Recover Times  Please specify the costs for the disaster recovery times that are mentioned to the right. This should include concluded at the worst case scenario that would involve relocating to a device at a secondary location.  Refer to the technical component of the RFP for more information. | 4 hours |  |  |  |  |  |  |
| 8 hours |  |  |  |  |  |  |
| 24 hours |  |  |  |  |  |  |
| 48 hours |  |  |  |  |  |  |
| 72 hours |  |  |  |  |  |  |
| **Provisioning and Migration** | | |  | | | | | |
| M9 | Initial Start-Up Services / Transitioning  Including all provisioning and migration steps to ensure a smooth transition from the previous hosting provider to your hosting platform. | |  |  |  |  |  |  |
| **Termination and/or Exit Strategy** | | |  | | | | | |
| M10 | Fee to Transfer all Data, Configuration etc.  See section 4.6 – TE.1 of the Technical Component of the RFP for more details. | |  |  |  |  |  |  |
| M11 | Other termination fees  See section 4.6 – TE.2 of the Technical Component of the RFP for more details. | |  |  |  |  |  |  |

| **Mandatory (cont.)**  **Please refer to relevant sections of the Technical Component of the RFP for the ILO Requirements / SLAs.** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Price Component** | **One-time Setup**  **Fee US$**  **(excluding all taxes)** | **Monthly Discount US$ (excluding all taxes)**  **For consecutive months of violation, this amount will be automatically be increased by 2% each month.** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| **SLA Performance Violation**  Please specify the discounts in US$ per violation.  NB/ SLA performance violations are calculated over a rolling 3 month average. | |  | | | | | |
| M12 | Hosting Environment and Application Availability |  |  |  |  |  |  |
| M13 | Application Response Time |  |  |  |  |  |  |
| M14 | Available Network Bandwidth |  |  |  |  |  |  |
| M15 | Technical Support – Acknowledgements for Incidents / Change Requests |  |  |  |  |  |  |
| M16 | Technical Support – Critical Problem Resolution |  |  |  |  |  |  |
| M17 | Technical Support – Non-Critical Problem Resolution |  |  |  |  |  |  |
| M18 | Others (please specify) |  |  |  |  |  |  |

| **Other Expenses and Fees** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Consultant Rates for Project based work**  **e.g. major upgrades, installing new technologies** | **Daily Rate in US$ (excluding all taxes)** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| OEF1 | Project Manager |  |  |  |  |  |
| OEF2 | Senior Technical Specialist (> 5 years of relevant experience) |  |  |  |  |  |
| OEF3 | Junior Technical Specialist (> 3 years of relevant experience) |  |  |  |  |  |