**Section II: Schedule of Requirements**

**eSourcing reference:** RFP/2021/29004

Atlassian Services for Licensing Provisioning and Consultancy

### Background

The United Nations Office for Project Services ([UNOPS](https://www.unops.org/english/Pages/Home.aspx)) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. UNOPS provides project management, procurement and infrastructure services to governments, donors and UN organizations worldwide. UNOPS is a global UN organisation with over 5,000 personnel spread across 80 countries. The official working languages of UNOPS are English, Spanish and French. UNOPS also administers personnel on behalf of its partner organisations.

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### Objective

UNOPS is using several of Atlassian’s products with JIRA Service Desk being the most heavily used and widely known, but also Confluence and services where UNOPS is the predominant user, e.g. JIRA Software, Bitbucket and Bamboo. In addition JIRA Work Management is considered for case management by Legal and HR.

UNOPS is currently enjoying a free community license that Atlassian offers to not-for-profit organisations. This license is however restricted to the server versions of these services which means that they are currently hosted on UNOPS ageing data centre. Atlassian has also announced that no further development will be done on the community license as of February 2021 and the services will be retired by February 2024.

UNOPS is qualified for discounts to not-for-profit organizations (75%). UNOPS would also be interested in consultancy services for the migration of the server application to cloud and for workshops on the services themselves.

Atlassian's license and pricing model is user based which means that the cost will depend on the number of users. As the exact number of users for each service is not known and will vary over time it is UNOPS position that an LTA is the ideal contract type for these services.

The scope of the services under this ITB are defined as below:

**Component 1: Provision Atlassian Licenses**

**Component 2: Provision of Consultancy Services**

As a result of this solicitation exercise , UNOPS intends to establish one or two Long Term Agreement( LTA) for the initial period of three (3) years, with an option for renewal for a further two (2) years.

**Requirement and Specifications for Component 1:**

| **Item**  **No** | **UNOPS minimum technical requirements** | **Estimated Quantity per year** |
| --- | --- | --- |
| 1. | JIRA Software user licenses  Premium tier | 500 |
| 2. | Jira Work Management user licenses  Standard tier | 500 |
| 3. | Jira Service Management user licenses  Premium tier | 500 |
| 4. | Confluence user licenses  Premium tier | 100 |
| 5. | Bitbucket user licenses  Premium tier | 50 |
| 6. | Atlassian Bamboo user licenses | 5 |
| 7. | Atlassian Access user licenses  (free for community licenses) | 5000 |
| 8. | Jira Align user licenses  Standard tier | 30 |
| 9. | Apps for cloud from the Atlassian Marketplace (https://marketplace.atlassian.com/):[Adaptavist ScriptRunner for JIRA](https://marketplace.atlassian.com/apps/6820/scriptrunner-for-jira?hosting=cloud&tab=overview)[JSU Automation Suite for Jira Workflows](https://marketplace.atlassian.com/apps/5048/jsu-automation-suite-for-jira-workflows?hosting=cloud&tab=overview) [Zephyr Squad](https://marketplace.atlassian.com/apps/1014681/zephyr-squad-test-management-for-jira?tab=overview&hosting=cloud) [Optimizer for Jira](https://marketplace.atlassian.com/apps/1217194/optimizer-for-jira?hosting=cloud&tab=overview)[Multiple Filters Chart Gadget](https://marketplace.atlassian.com/apps/1214613/multiple-filters-chart-gadget?hosting=cloud&tab=overview)[Subcomponents for Jira](https://marketplace.atlassian.com/apps/1214373/subcomponents-for-jira-cloud?tab=overview&hosting=cloud)[BigPicture Enterprise](https://marketplace.atlassian.com/apps/1215158/bigpicture-enterprise?hosting=cloud&tab=overview)[BigPicture](https://marketplace.atlassian.com/apps/1212259/bigpicture-project-management-ppm?hosting=cloud&tab=overview)[Reports and Timesheets for Jira](https://marketplace.atlassian.com/apps/1212942/reports-and-timesheets-for-jira?hosting=cloud&tab=overview)[BigGantt](https://marketplace.atlassian.com/apps/1213016/biggantt-gantt-chart-for-jira?hosting=cloud&tab=overview)[Google Drive & Docs for Jira](https://marketplace.atlassian.com/apps/1216787/google-drive-docs-for-jira?hosting=cloud&tab=overview)[Calendar for Jira](https://marketplace.atlassian.com/apps/1218390/calendar-for-jira?hosting=cloud&tab=overview)[Jira Workflow Toolbox](https://marketplace.atlassian.com/apps/29496/jira-workflow-toolbox?hosting=cloud&tab=overview)[Google To Jira - GTJ](https://marketplace.atlassian.com/apps/1215925/google-to-jira-gtj?hosting=cloud&tab=overview)[Tempo Timesheets - Time Tracking & Reports](https://marketplace.atlassian.com/apps/6572/tempo-timesheets-time-tracking-reports?hosting=cloud&tab=overview)[Jira Misc Workflow Extensions (JMWE)](https://marketplace.atlassian.com/apps/6572/tempo-timesheets-time-tracking-reports?hosting=cloud&tab=overview)[Planning Poker ®](https://marketplace.atlassian.com/apps/1212495/planning-poker?hosting=cloud&tab=overview)[Xray Test Management for Jira](https://marketplace.atlassian.com/apps/1211769/xray-test-management-for-jira?hosting=cloud&tab=overview)[Content Formatting Macros for Confluence](https://marketplace.atlassian.com/apps/247/content-formatting-macros-for-confluence?hosting=cloud&tab=overview)[Table Filter and Charts for Confluence](https://marketplace.atlassian.com/apps/27447/table-filter-and-charts-for-confluence?hosting=cloud&tab=overview)[Awesome Graphs for Bitbucket](https://marketplace.atlassian.com/apps/1210934/awesome-graphs-for-bitbucket?hosting=cloud&tab=overview)[Out Of Office & Absence Automatic Issue Assignment for Jira](https://marketplace.atlassian.com/apps/1218305/out-of-office-absence-automatic-issue-assignment-for-jira?tab=overview&hosting=cloud) [Ceptah Bridge - JIRA MS Project Plugin](https://marketplace.atlassian.com/apps/9203/ceptah-bridge-jira-ms-project-plugin?tab=overview&hosting=cloud) | 1 of each |

* The bidder needs to be able to provide licenses for the following Atlassian Services:
* JIRA General Population (Software)
* JIRA Service Management
* JIRA Work Management
* Confluence
* Bitbucket
* Bamboo
* Access
* Jira Align
* Apps for Cloud
* When applicable to the product, the bidder needs to ensure that the community license discounts Atlassian offers for not for profit organizations are met.

Capacity to offer the following services will be granted additional points.

* Technical Support for the migration of Free License Services to Atlassian Cloud.
* Capacity to provide access to Atlassian Marketplace Apps.
* Provision licenses for the following Atlassian Services:
* Trello boards
* Opsgenie

**Requirement and Specifications for Component 2**

The offeror designs and delivers JIRA projects in JIRA Software, Work, and Service Management. The scope for the required services in this component can include the conceptualization of the project, the development of relevant documentation and training materials. Facilitation sessions for requirement elicitation and/or onboarding is optional, depending on the scope of the implementation.

* For each project, UNOPS will determine and agree on specific timelines, project milestones and deadlines with the selected offeror.
* For each project, there will be a focal point from the offeror side and a focal point from the UNOPS side that will coordinate the activities.
* In terms of content format, depending on the nature of the assignment the offeror would need to deliver in one or more of the following:
  + Elicitation of requirements for the project design.
  + The full JIRA Project, with fully working workflows, user group set-up, dashboards, and Boards.
  + Documentation detailing the implementation of the given project (JIRA Software, Work, Service Management).
  + Workshop & training materials prepared to onboard the users from the new project.

**Roles and responsibilities**

* Role of the offeror:
* Project kick-off meeting with offeror and subject matter expert/s (SMEs) to align expectations and project deliverables. The meeting should be conducted online.
* The offeror will present the JIRA project implementation proposal within two weeks of the project kick-off meeting
* Provide a focal point to be a single point of contact for the specific project.
* Provide project plan for the agreed deliverables including the expected timeline
* Provide a weekly update to the UNOPS focal point.
* Feedback workshop calls between offeror and SMEs may be requested, otherwise the feedback sessions will happen through online correspondence.
* The offeror will allow for at least two iterations (change of design, major changes (small corrections not included)) throughout the project and multiple feedback sessions (to be stipulated at the initiation of the project together with the milestones) until the desired quality is met by both parties. After each feedback session the updated project should be expected from the offeror in a maximum of two weeks.
* Delivery of the JIRA project.

Role of UNOPS:

* Provide a focal point to be a single point of contact for each project
* Work closely with the offeror providing timely feedback and revisions as per project plan.
* Provide project outline indicating required milestones (if needed) and timeline.
* Provide source documents and related materials