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**RFPS–NYH–2023-503638**

**Annex B - Terms of Reference (TOR) for Long Term Arrangement for the Provision of Global Record Storage and Archiving Services**

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# Background

As part of the organization’s broader effort to advance and unify information management, the United Nations Children’s Fund (UNICEF) plans to establish a Long-Term Arrangement for Services (LTAS) with a single or multiple service providers to deliver both climate controlled and ambient climate storage, which will include several types of archiving and records storage services for UNICEF Division of Financial and Administrative Management(DFAM) and Division of Global Communication and Advocacy (DGCA) divisions located in the New York Headquarters (NYHQ), and for UNICEF Information and Communication Technology (ICTD) division located in Valencia, Spain.

**Terminology related to climate-controlled storage inquiries.:**

**Climate Controlled Storage (range of 65-69F / 30-55% humidity): for Audio, video, data types,** film/photo **negative**s and **prints, fragile/historical documents (e.g., historic letters, original manuscripts, choreography, notes, etc.)**

Proposers are encouraged to state in which of the locations they can provide services in their technical- and financial proposals.

## Definition of storage requirement for UNICEF Division of Financial and Administrative Management (DFAM)

**Documents to be stored:** mainly paper documents. Also, photographs, books, posters, negatives, tapes, cassettes, reels, CDs and microforms.

**Storage requirements:** Provide shelved storage for paper documents at temperature range 18 – 20 degrees Celsius [65 – 70 degrees F), and relative humidity at 30 - 50 % RH.

**Method of retrieval required upon request:**

* Retrieval of physical box (es) upon request
* Retrieval of physical file upon specific file request
* Delivery of scanned copy upon quick scan request of specific item at low resolution quality.

## Definition of storage requirement for Division of Global Communication and Advocacy (DGCA)

**Documents to be stored:** photographs and negatives, audio and video, film (including 35mm), DVDs/CDs and LTO tapes. The required carton sizes are highlighted below:

* STG CCS REG: CARTON 0,51-1,00: 1 qu.ft
* STG CCS REG: STD AUDIO/VIDEO CARTON: 1 qu.ft
* STG CCS REG: CARTON 0,26 TO 0,5: 0,5 qu.ft
* STG CCS REG: CARTON 1,01 TO 1,5: 1,5 qu.ft
* STG CCS REG: CARTON 4,01 TO 5,0: 5 qu.ft
* STG CCS REG:1`` VIDEO REEL: 0,02 qu.ft
* STG CCS REG:1`` VIDEO REEL: 0,02 qu.ft
* STG CCS REG.CARTON – 1,51 TO 2,00: 2 qu.ft
* STG CCS REG. CARTON – 2,01 TO 2,5: 2,5 qu.ft

**Storage requirements:** Climate controlled storage is required.

**Method of retrieval required upon request:** Physical retrieval including remediation, digitization, transcoding, and delivery.

## Definition of storage requirement for Division of Information and Communication Technology (ICTD)

**Documents to be stored:** LTO tapes: HPE LTO-6 Ultrium RW ((C7976A), HPE LTO-9 Ultrium RW (Q2079A).

**Storage requirements:** Climate controlled storage is required.

UNICEF Information and Communication Technology (ICTD) New York & Valencia HQs are looking for a Secure Media Vaulting Service Provider. The Secure Media Vaulting Service should ensure that critical backup media are securely stored in the optimum environmental conditions, helping preserve the data for long-term retention. The vendor should ensure there is trust on a rigorous chain-of-custody and audit trail – both whilst in transit and when the tapes are stored in one of the secure, environmentally controlled vault facilities. The media with UNICEF Data Center data should be managed following proven procedures and best practices, so there is confidence in the ability to locate and deliver the information residing on your archival media any time an internal or external source requests data from a tape.

The service provider should provide storage of physical LTO tapes in LTO Tape Waterproof Protective cases of minimum capacity of 5 tapes. The following are the different tape cases:

|  |
| --- |
| 1. LTO Tape Waterproof Protective Case – 5 capacity 2. LTO Tape Waterproof Protective Case – 10 capacity 3. LTO Tape Waterproof Protective Case – 20 Capacity 4. LTO Tape Waterproof Protective Case – 30 capacity |

The media with UNICEF Data Center data will be preserved in secure vaults, which are remote enough from the primary data site to protect against natural and other types of disaster, while close enough to retrieve media with urgency when necessary. The vaults should adopt industry-leading protection standards featuring uninterruptible power supplies, noncombustible construction, temperature and humidity controls, gaseous fire protection and sophisticated access-control security systems. The vendor should be able use the highest security procedures in the industry surrounding processes and personnel. The media with UNICEF Data Center data should be handled only by personnel who have gone through rigorous background checks, screenings, and formalized training.

**Method of retrieval required upon request:** Physical retrieval of tapes – transportation of LTO Tapes in Waterproof Protective Cases.

# Purpose and Objectives of the LTAs

In order to support global archiving needs of offices across UNICEF offices, the Division of Financial and Administrative Management (DFAM), Division of Global Communication and Advocacy (DGCA) and UNICEF Information and Communication Technology (ICTD) wish to establish Long Term Agreement for Services (LTAS) with companies specializing in various offsite records storage and archiving services. The services shall be inclusive of all activities necessary to provide the required outcome as described in this TOR including storage of records, pick up/delivery and transportation of records/materials to/from UNICEF’s premises at various locations, and every other activity/phase necessary in between.

The LTA will be signed for an initial period of three (3) years with an option for UNICEF to extend the term for another four (4) additional years (3+2+2), at the discretion of UNICEF based on UNICEF needs and satisfactory performance of the service provider.

# Scope of Services

Qualified vendors are invited to submit proposals for the provision of the below described service categories.

UNICEF may award an LTAS for multiple services included in the bid, or for a specific category only to proposers, depending on the technical strengths and expertise of each prospective proposer, following a comprehensive evaluation as indicated in Section” Evaluation Process and Method” below. The services will involve the following five main categories as highlighted below:

• **Service category 1:** Media Storage and Archiving

• **Service category 2:** Paper/Documents Storage

• **Service category 3:** Scanning

* **Service category 4:** Sales/Lease, (Container)
* **Service category 5:** Climate-Controlled Storage

## Service category 1: Media Storage and Tapes

* Monthly pickup and drop of tapes, including container handling and trip charges
* 24hr access delivery of tapes
* Provision of offsite records storage services
* Provide specialized facilities (media vault) for micrographics (microfiche and microfilm), computer media (hard drives, flash drives, etc.), film/photo negatives and prints, audio and video.
* Place materials in storage, ensuring proper maintenance and handling suitable and appropriate environmental conditions while in storage.
* Ensure security and safety of materials while in storage and during transfer.
* Maintain electronic tracking system based on barcodes, with continuous access to it for authorized UNICEF personnel.
* Perform secure destruction of records in storage upon request from authorized UNICEF personnel with provision of formal Certificate of Destruction.
* Storage of audio and video tape, photographs, film (including 35mm), DVDs/CDs and LTO tapes. Kindly refer to the financial proposal – Annex C, to provide your price for climate-controlled storage. The requirements for standard climate-controlled storage are listed below under service category V
* Detailed carton component inventory and tracking schedule, including box number, title/description, and (where available on box packing lists/physical items) format, length, production/stock code, version, and synopsis.
* Retrieval of boxes (same day and next day)
* One-time transportation services to move the entire UNICEF video, photo and everything that can fall under the resultant contract in archiving services (if required by UNICEF)

The appointed service provider shall provide all financial resources, labor, personnel, materials, tools, equipment, transportation arrangements (where applicable) and supplies required for these services.

## Service Category 2 Paper/Documents Storage

UNICEF requires the appointed service provider to have sufficient resources to be able to provide storage and related services in an efficient and accurate manner according to requirements described in the TOR.

* Provide shelved storage for paper documents at temperature range 18 – 20 degrees Celsius [65 – 70 degrees F), and relative humidity at 30 - 50 % RH .

* Place materials in storage, ensuring proper maintenance and handling suitable and appropriate environmental conditions while in storage.

* Provide pickup/delivery of specified materials from/to UNICEF’s premises upon request, and subsequent return to the service provider’s facility.

* Ensure security and safety of materials while in storage and during transfer.
* Maintain electronic tracking system based on barcodes, with continuous access to it for authorized UNICEF personnel.
* Perform secure destruction of records in storage upon request from authorized UNICEF personnel with provision of formal Certificate of Destruction.
* Detailed carton component inventory and tracking schedule, including box number, title/description, and (where available on box packing lists/physical items) format, length, production/stock code, version, and synopsis:

* Retrieval of boxes (same day and next day services)
* One-time transportation services to migrate the entire UNICEF archival records (if required by UNICEF

The appointed service provider shall provide all financial resources, labor, personnel, materials, tools, equipment, transportation arrangements (where applicable) and supplies required for these services.

## Service Category 3 Scanning

* Scanning and electronic delivery of files/documents on demand.
  + Paper documents size A4 to poster size
* Provide facilities (a review room) for access to records on the vendor’s site.
* Physical retrieval including remediation, digitization, transcoding, and delivery.

## Service Category 4 Sales/Lease, (Container)

* Provide storage boxes for sale upon request
* Container handling and trip charges – container sizes are provided on page 5 above
* Monthly storage of containers
* Container leasing charges or one-off purchase of the containers

## Service category 5: Standard Climate-Controlled Storage

All services included in Service Category 1, with special attention paid to the climate-controlled provision of the below services:

* Provide specialized facilities (media vault) for micrographics (microfiche and microfilm), computer media (hard drives, flash drives, etc.), photographs and negatives, audio and video, film (including 35mm), DVDs/CDs and LTO tapes
* Place materials in storage, ensuring proper maintenance and handling suitable and appropriate environmental conditions while in storage.
* Climate Controlled Storage of audio and video tape, photographs, film (including 35mm), DVDs/CDs and LTO tapes

Responsibilities, qualifications and requirements for the climate-controlled service provision:

1. Provide standard climate-controlled videotape and film storage.
2. Provide transportation services pickup or delivery (next day or same day).
3. Provide inventory and tracking services.
4. Provided detailed carton component inventory and tracking schedule.
5. Provide retrieval of boxes.

Qualifications or specialized knowledge/ experience required:

a. Fully climate-controlled facility.

b. Experience in film and videotape storage industry.

Storage Conditions

• The storage area should be well insulated and of fireproof construction.

• Tapes should be stored at a humidity of around 25% RH and at a temperature less than 22 C (70 F). Around 8 C (46 F) is the best long-term storage temperature

• Tapes should not be stored below 8 C.

• Humidity variation should be less than ±5 % RH and a temperature variation of less than ±2 C.

• An environment of 20 % RH to 30 % RH is necessary to prevent or decrease the deterioration of the tape binder.

• A dryer in the air conditioner system should be used to control humidity (If the tape storage room is well insulated, a relatively small dryer can be used)

• The room should be able to retain the proper environment for about two days, in case of a major power failure.

• Air should be filtered with a 99.5% HEPA filter

• Vault area temperatures and RH must be monitored monthly. (Some recorders [loggers] can relate to a computer to plot the results on a monthly basis.)

• The room air should circulate. Every tape in the vault should be exposed to at least some degree of circulating air.

ANSI/ISO Extended-term Storage Conditions

• Black and White (Silver Gelatin) Film

• Maximum Temperature - 21ºC / 70ºF

• RH Range 20%-30%

• Color Film

• Maximum Temperature - 2ºC/36ºF

• RH Range 20%-30%

• Videotape

• Maximum Temperature - 20ºC/68ºF

• RH Range 20%-30%

Tape Storage and Use Rooms/Areas

* The room must be fireproof and not contain wooden boxes or wooden shelving. If an overhead sprinkler system is used, design the shelves so that sprinkler water will not contact any tapes. Do not store tapes on the floor. Shelving should provide for air circulation around the tapes. Circulating air and low humidity prevents mildew.
* The walls, floors, and ceiling must be made of dust-free, easy to clean material. Carpet should not be used. Use a "water" vacuum cleaner, or one with a hose that exhausts outdoors, or a vacuum cleaner with a 95% HEPA filter or better.
* The room should be well insulated and without windows.
* The floor must have a large drain in case a water pipe breaks, or the sprinkler system discharges. The drain should have a flapper valve rather than the normal J-Trap, because a J-Trap must have water in it.
* A clean room sticky floor mat should be placed in the doorway of the entrance to the tape storage room. This will prevent debris from shoe soles from being tracked into the room.
* Prevent the exposure of tapes to dust by providing a clean area where boxes of tapes can be opened.
* For facilities that may not be able to maintain adequate low RH, we will consider the application of desiccants, such as molecular sieve packets, as an alternative solution if RH ranges fluctuate sharply.

# Vendor Responsibilities

The appointed service provider shall comply with the requirements detailed below:

1. Exterritoriality

UNICEF, as a UN agency, operates under *Convention on the Privileges and Immunities of The United Nations*, which stipulates that the United Nations possesses its own juridical personality and enjoys immunity from every form of legal process. The appointed service provider shall adhere to these principles and ensure exterritoriality (diplomatic immunity) of all UNICEF materials and assets in their custody.

1. Security and Confidentiality

The service provider shall take every measure to ensure the security and confidentiality of UNICEF records in their custody. No unauthorized reproduction or duplication of any files by the service provider is permissible. All records provided to the vendor will be returned to UNICEF upon termination of contract in the same format and in the same condition unless they have been destroyed upon request from UNICEF authorized personnel with a formally issued Certificate of Destruction.

1. Quality Assurance

UNICEF expects that 100% of the materials entrusted to the vendor to be available in the original format and original condition at any point during the contract unless they have been destroyed upon request from UNICEF authorized personnel with a formally issued Certificate of Destruction.

1. SLAs

* Pickup of materials for storage – next business day after request
* Regular delivery of materials from storage – next business day after request
* Rush pickup/delivery – same business day if request is made before noon, next business day if request is made after noon.
* Scanning and electronic delivery of files/documents on demand - same business day if request is made before noon, next business day if request is made after noon.
* Use of the vendor’s’ electronic tracking system:  continuous 24/7 access for authorized UNICEF personnel; tech support during regular business hours (Eastern time), with issues resolved in a timely manner.

# Sustainable Procurement

The UNICEF Procedure on Sustainable Procurement is one of UNICEF’s responses to the Sustainable Development Goals (SDGs) particularly Goal 12 – “Ensure Sustainable Consumption and Production Patterns” and its target 12.7 – “promote public procurement practices that are sustainable, in accordance with national policies and priorities”. Sustainable procurement encompasses three pillars – economic, environmental and social. Proposers are required to complete and return Annex V – Sustainable Procurement Practices. Also note that technical proposals will be evaluated on sustainable public procurement compliance as indicated in the annex.

# UNICEF responsibilities

UNICEF shall **have no obligation** to provide any assistance to the selected service provider in performing the services **other than as expressly set forth herein**:

* Provide information and feedback in a timely manner and as long as the appointed service provider’s requests for information and feedback are also made to UNICEF within reasonable time.
* Provide the appointed service provider with reasonable and timely access to UNICEF’s personnel as may be required to perform the services.
* Provide the appointed service provider’s personnel with physical access (where applicable) to the necessary work area and equipment and any required identification badges and pass codes before work commences.
* A single point of contact responsible for representing UNICEF and assisting with the decision-making process regarding the engagement.

# LTA Engagement

**Engagement Type** – For any specific storage-related works during the validity of the LTAs, the appointed service provider will be approached by UNICEF to provide the required service as per the TOR and as per the agreed LTA price based on the price put forward by the appointed service provider in response to the Request for Proposal (RFP). The confirmation of assignment for specific work will be placed through issuance of an Institutional Contract by UNICEF. The General Terms and Conditions of the LTA will be enforced.

**Payment Terms:** Payment terms are Net 30 days after satisfactory completion of services and receipt of accurate invoice(s). Payment terms offered by the bidder shall be detailed in their proposal.

**Location for Engagement**: The assessment services are expected to be provided off-site on appointed service provider’s premises with no requirement of travel and face-to-face meetings. However, as part of the fully managed services the appointed service provider shall be responsible for arranging for the pick-up of materials and its transportation to the appointed service provider ‘s facilities and for its return and/or destruction (as required by UNICEF).

**Travel Arrangement:** In the event of any travel requirement, agreed travel will be administered in line with UNICEF travel policies, upon proof of travel costs. The consultancy firm will be responsible in arranging their own travel and will be reimbursed accordingly upon presentation of receipts and based on UN standards of travel:

• Travel cost shall be calculated based on economy-class travel regardless of the length of travel.

• Prior to undertaking any travel, approval of fare should be requested from UNICEF. Airfare will be reimbursed upon submission of proof of travel and up to fare entitlement provided or actual cost, whichever is lower.

• Combination of cost of the accommodation, meals, an incidental shall not exceed applicable United Nations Daily Subsistence Allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC): <http://icsc.un.org/> (Information on all countries and destinations can be found by navigating on the map).

**General Operating and Other Direct Costs**: All-inclusive rates are solicited in the RFPS. Any other general operating costs needed for an assignment that an LTA firm may include in their financial proposal is subject to the approval of the contracting office/s. These costs are negotiable between the firm and contracting office.

**Performance Review of the Service Provider**: Performance review meetings shall be held periodically between UNICEF and the appointed service provider to review Service Provider’s performance. The Service Provider’s performance will be assessed according to the agreed SLAs.

**United Nations (UN) Collaboration**: Other UN agencies, funds or programmes should have the right to purchase the same or similar services from appointed service provider at their sole discretion under the terms and conditions (including pricing) of the established LTA. Therefore, UNICEF requests that the appointed service provider accept to extend the outcome of the RFP process to all other entities of the UN system, who could either piggy-back on the UNICEF LTA (as is) or use the conclusions of the RFP’s selection process to negotiate and implement a similar LTA.

# Proposal Evaluation Process and Method

The bidders will be evaluated based on the following 3 steps:

1. Preliminary review of all the proposals to check for completeness of the documents
2. Technical evaluation (80 points)
3. Financial evaluation (20 points)

## TECHNICAL EVALUATION

The evaluation criteria will be split between technical and price proposal with a weight of 80 points for the technical proposal and 20 points for the price proposal. The evaluation is carried out by UNICEF in accordance with UNICEF’s regulations, rules, and practices and all determinations are made in UNICEF’s sole discretion. Following the submission of the proposals, an evaluation will be conducted to assess the merits of each proposal. UNICEF will carry out the technical evaluation in the following order:

*Passing criteria*: A Proposal **MUST** meet all the mandatory requirements, attached as Annex II - Mandatory Technical Requirements. Non-eligible, incomplete, and non-compliant proposals will be rejected at this stage without further consideration.

All other technical requirements must have a clear Yes/No answer, with additional explanation in the comment’s column as necessary. Documents to support these answers must be submitted with the Proposal.

Proposals that meet all mandatory requirements will be then evaluated against the technical evaluation criteria attached as Annex III - Technical Evaluation Criteria.

*Passing criteria:* Proposals that do not obtain at least **40** points out of maximum obtainable technical score of **80** points will be considered technically non-compliant and rejected at this technical stage and will not considered further for Financial Evaluation.

## FINANCIAL EVALUATION

After the technical evaluation, those proposals found to be technically qualified will be further evaluated in terms of cost per service category. Proposers are required to submit their Price Proposals in accordance with instructions and as per the format provided in **Annex C (Price Proposal).**

The total amount of points allocated for the price proposal is 20 points. The maximum number of points will be allotted to the lowest price proposal among those technically qualified. All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

Max. Score for price proposal \* Price of lowest priced proposal

Score for price proposal X = ---------------------------------------------------------------------------------

Price of proposal X

## Overall Combined Technical/Financial Score:

The scores attained by the proposers in the technical and commercial evaluations will be combined to attain the overall score, and the proposals will be ranked accordingly. Each Proposal will be evaluated against a weight allocation of 80 points for the technical proposals and 20 points for the financial proposal. The total maximum obtainable is 100 points.

|  |  |
| --- | --- |
| Technical Proposal | Commercial Proposal |
| 80 points | 20 points |

## AWARD

The recommendation for LTA award will be made based on the highest combined technical and price score per service category subject to any negotiations and the various other rights of UNICEF detailed in the RFP and based on the needs of UNICEF including the ability of the provider to cover for various locations. The award will be done independently per location, UNICEF reserves the right to award the contract to a company that can provide services in both locations based on the best interest of UNICEF.