



Request for Quotations (RFQ) - Services

Local IT support for UNAIDS office in RST
Bangkok, Thailand

RFQ-2023-52

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1. INTRODUCTION

UNAIDS, the Joint United Nations Programme on HIV/AIDS, is an innovative joint venture of the United Nations system, bringing together the efforts and resources of ten UN system organizations in the AIDS response to help the world prevent new HIV infections, care for people living with HIV, and mitigate the impact of the epidemic. These organizations, called “UNAIDS Cosponsors” are UNHCR, UNICEF, WFP, UNDP, UNFPA, UNODC, UN Women, ILO, UNESCO, WHO and the World Bank.

UNAIDS is an organization that is dependent on the budgetary and extra-budgetary contributions it receives for the implementation of its activities. Bidders are therefore requested to propose the best and most cost-effective solution to meet UNAIDS requirements, while ensuring a high level of service.

For more information about UNAIDS please consult our website www.unaids.org.

Period of contract: 1 July 2023 – 30 November 2023

2. RFQ DETAILS

The purpose of this RFQ is to select suitable individual for the Local IT support for UNAIDS office in RST Bangkok, Thailand.

2.1 Key requirements and description of services

The ICT Department maintains a global presence with ICT staff situated in Bangkok, Nairobi, Geneva, Bonn, and Panama City. The Global Service Desk operates under the "follow the sun" principle, with Nairobi serving as the primary hub for core staff and coordination. However, to ensure seamless coverage across all time zones, local IT support in Bangkok, Thailand is necessary to bridge the working hour gap during the closure of the Nairobi office. The role of local IT support will primarily involve providing first-level IT support for UNAIDS globally, with a particular focus on the Asia and Pacific region.

Description of tasks:

The ICT Department maintains a global presence with ICT staff situated in Bangkok, Nairobi, Geneva, Bonn, and Panama City. The Global Service Desk operates under the "follow the sun" principle, with Nairobi serving as the primary hub for core staff and coordination. However, to ensure seamless coverage across all time zones, local IT support in Bangkok, Thailand is necessary to bridge the working hour gap during the closure of the Nairobi office. The role of local IT support will primarily involve providing first-level IT support for UNAIDS globally, with a particular focus on the Asia and Pacific region.

The local IT Support will interact directly with the users, providing practical operational support and IT services that facilitate the work of all staff. Specifically, the Local IT Support will perform the following tasks:

- Ensure timely configuration and deployment of laptop equipment to staff in regional and country offices.
- Provide first-level and proximity support in the regional office in Bangkok, escalating to external vendors where applicable.
- Ensure that Local Network is properly maintained. Troubleshoot and repair LAN cabling issues and other LAN-related issues.
- Ensure UNAIDS network equipment are accessible and securely stored
- Manage UNAIDS on-site and hybrid meetings.
- Assist the office in liaising with local vendors regarding technical issues.
- Assist UNAIDS operation team in sourcing quotations for IT procurement in line with UNAIDS Standards
- Provide support to Global Service Desk Coordinator to identify areas that need coaching and training with the aim to reduce helpdesk calls and enhance user self-reliance
- Contribute to a positive attitude among staff toward technology utilization

- Perform other related duties or assignments as assigned by UNAIDS Country Director and Global Service Desk.
- Proactively ensure that all workstations and laptops are maintained and have the latest UNAIDS standard software installed
- Carry out preventive maintenance on computers, printers, and laptops (i.e. cleaning the keyboard, cleaning the computers inside from dust, cleaning the printer, replacing printer toners, etc.)
- Ensure that all support tasks are logged in ServiceNow based on SOPs provided by the Global Service Desk.

Most activities will be accomplished in close collaboration with the Global Service Desk and the ICT Coordinator based in RST Bangkok

Timing:

The local IT support works from Monday to Friday during office hours, in general from 8:30 to 5:30. In exceptional cases the incumbent might be requested to work different working hours.

Reporting:

The following are expected reports:

- Updates in the ServiceNow
- Monthly Technical Reports
- Final Report at the end of the contractual period

Required qualifications:

- At least five years of experience in IT support or related field.
- Extended knowledge of Microsoft Operating system and MSCE certified an asset.
- Thorough practical knowledge of networking and good engineering skills
- Extended knowledge of Office365 apps (Outlook, Word, Excel, Teams, etc.), cloud environment (OneDrive and SharePoint), and online meeting platform (Zoom, Teams, Bluejeans, etc.)
- Demonstrated ability to work with user's community.
- Knowledge of best practices and standards of UNAIDS IT requirements, preferably.
- Proven ability to establish priorities, and work under time pressure.
- Previous work with UNAIDS or other international institution will be an asset.
- Excellent written and verbal communication skills.

2.2 Reporting requirements

The consultant will be expected to submit thorough reports accordingly in relation to the above key tasks;

- 1) Monthly Progress Reports with update summary of tasks undertaken as outlined under Key Tasks and
- 2) Monthly Timesheet

2.3 Finance and accounting requirements

UNAIDS will require for each completed job a detailed invoice including units provided details of expenses as well as the submission of the electronic copies prior to payment processing.

2.4 Performance monitoring

UNAIDS will review, in accordance with agreed work plan at the time of contract signature, all milestones and the quality of the deliverable. UNAIDS reserve the right to reject deliverables not compliant with the specifications in section 2.1.

3. RESPONSE FROM BIDDER

3.1 Bidding process

Proposals must be received no later than 14 June 2023 at 23:59 :00 hours.

The final proposal must be sent by e-mail and in English to the following address:

Email: bids@unaids.org Subject: RFQ-2023-52- Local IT support for UNAIDS office in RST Bangkok, Thailand

A prospective bidder requiring any clarification on technical or contractual matters may notify UNAIDS via the email specified above. UNAIDS will respond in writing to any request for clarification of the RFQ that it receives not later than **<12 June 2023 > through** a direct reply to the requester.

The bidder shall bear all costs associated with the preparation and submission of the Proposal including but not limited to the possible cost of discussing the proposal with UNAIDS, negotiating a contract and any related travel. UNAIDS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

Proposals must offer services for the total requirement. Proposals offering only part of the requirement may be rejected. The bidder is expected to examine all instructions, forms, terms and specifications contained in this RFQ. Failure to comply with these instructions, forms, terms and specifications, will be at the bidder's risk and may affect the evaluation of the Proposal.

No Proposal may be modified after the closing date for submission of Proposals, unless UNAIDS has issued an amendment to the RFQ allowing such modifications.

UNAIDS may, at its discretion, extend the deadline for the submission of proposals or revise the terms of reference, by issuing a modification to this solicitation.

UNAIDS may award one or more contracts resulting from this RFQ to the responsible bidders(s) whose proposal(s) conforming to this RFQ offers the greatest value in terms of the selection criteria. UNAIDS may (a) reject any or all proposals, (b) accept other than the lowest cost proposal, (c) accept more than one proposal, (d) accept an alternate proposal, and/or (e) waive informalities and minor irregularities in proposals received.

UNAIDS may award one or more contracts on the basis of initial proposals received, without discussions or negotiations. Therefore, each initial proposal should contain the bidder's best terms from a cost and technical standpoint.

Bidders are requested to hold their proposal valid for 90 days from the deadline for submission. UNAIDS will make its best effort to select a firm/institution within this period. In exceptional circumstances, UNAIDS may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. Any bidder granting such an extension will not, however, be permitted to otherwise modify its Proposal

This document and any annexes shall not be construed as a contract or a commitment of any kind. This request for quote in no way obligates UNAIDS to award a contract, nor does it commit UNAIDS to pay any cost incurred in the preparation of the proposal.

UNAIDS may - at its sole discretion - invite selected bidders to make a presentation to or discuss aspects of their proposal with UNAIDS. There shall be no individual presentation by or meeting with bidders until after the closing date. There should be no contact, other than the queries and/or requests for clarifications, with UNAIDS officials concerning the RFQ process for the project, from the date of issue of this RFQ to the final selection.

UNAIDS may, at any time before or after the closing date, for any reason, whether on its own initiative or in response to a clarification requested by a (prospective) bidder, modify the RFQ by written amendment. Amendments could inter alia include modification of project scope or requirements, or project timeline expectations.

All prospective bidders that have received the RFQ and those that announce their intention to bid will be notified in writing of all amendments to the RFQ and will, where applicable, be invited to amend their proposal accordingly.

3.2 Selection criteria

UNAIDS attaches particular importance to the following criteria:

- Demonstrated ability of the bidder to perform the services.
- Demonstrated ability to comply with critical provisions such as execution of the contract by honoring the tax-free status of the UN.
- Pricing conditions

Please note that UNAIDS may use information other than that provided by the bidder in its evaluation, including, but not limited to, experience gained in other UN organizations. UNAIDS is not obliged to disclose such information to bidders.

Please note that UNAIDS is not bound to select any of the firms / institutions submitting proposals. Furthermore, since a contract would be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, due consideration being given to UNAIDS's general principles, including economy and efficiency. UNAIDS does not bind itself in any way to select the firm / institution offering the lowest price.

UNAIDS reserves the right to

- Award the Contract to a Vendor of its choice, even if its bid is not the lowest
- Award separate Contracts for parts of the work, components or items, to one or more Vendors of its choice, even if their bids are not the lowest
- Accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidders and without any obligation to inform the affected bidder or bidders of the grounds for UNAIDS's action.
- Award the Contract on the basis of the Organization's particular objectives
- Not award any Contract at all

UNAIDS also reserves the right to enter into negotiations with one or more bidders of its choice, including but not limited to negotiation of the terms of the Proposal(s), the price quoted in such Proposal(s) and/or the deletion of certain parts of the work, components or items called for under this RFQ.

UNAIDS has the right to eliminate bids for technical or other reasons throughout the evaluation process. There is no obligation by UNAIDS to reveal, or discuss with any Vendor, how a Proposal was assessed, or to provide any other information relative to the evaluation process or to state the reasons for elimination to the bidder.

UNAIDS reserves the right at the time of award of contract to modify the scope of services and goods specified in the RFQ without any change in base

NOTE: UNAIDS is **acting in good faith** by issuing this RFQ. However, this document does not obligate UNAIDS to contract for the supply of any services or products.

3.3 Content of the proposal

A Bid shall consist of a single response with two components: the Technical and the Financial Components.

The Technical Component will contain the Company Profile, the competency of the company, and the proposed approach and work plan to deliver the services requested in this RFQ.

The Financial Component will contain the detailed price information including number of units and costs per unit.

Proposals shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract.

Also, the good or services being provided by the bidder should meet requirements for disability inclusiveness and accessibility for relevant products and services

3.4 Electronic Submissions

Bidders shall make clear reference to the specific proposal in the subject field as instructed below:

Response to RFQ-2023-52 Local IT support for UNAIDS office in RST Bangkok, Thailand

The proposal shall be submitted to the email address indicated in section 3.1

E-mail submission shall not exceed **10 MB**. It is recommended that all the proposal documents are consolidated into as few attachments as possible which shall be in commonly used file formats.

Where the technical details are in large electronic files, it is recommended that these shall be sent separately before the deadline. It shall be the Bidder's responsibility to ensure that Proposals sent by e-mail are received by the deadline.

3.5 Deadline for Submission of Proposal and Late Proposals

Bids must be submitted **on or before the date and time indicated in section 3.1**

UNAIDS may, under special and exceptional circumstances, extend this deadline for the submission of the Bids and such changes shall be notified to all Bidders before the expiration of the original period.

UNAIDS shall not be legally responsible for Proposals that arrive late due to the Bidder's problems with transmission of Proposal submissions via e-mail.

3.6 Bid Currency and Prices

All prices shall be quoted only in the currency of the country where the bidder is legally established or in US dollars (USD) if payments in this currency are allowed by the local legislation. For the purposes of comparison only, UNAIDS will convert all bids to its USD equivalent using the UN Exchange Rate valid on the closing date of the RFQ..

3.7 Validity of Bid

The prices of the Proposal shall be valid for the duration of the agreement, as specified by UNAIDS. A proposal valid for a shorter period shall be rejected by UNAIDS on the grounds that it is non-responsive.

4. OPENING AND EVALUATION OF PROPOSALS

4.1 Opening of Proposals

UNAIDS shall open all Proposals in the presence of two witnesses.

4.2 Clarification of Bids

To assist in the examination, evaluation and comparison of Bids, UNAIDS may ask Bidders for clarification of their Proposals. The request for clarification and the response shall be in writing by UNAIDS and no change in price or substance of the proposal shall be sought, offered or permitted.

4.3 Preliminary examination of Proposals

UNAIDS shall examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents are properly signed and whether the proposals are generally in order.

Arithmetical errors shall be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of errors, its proposal shall be rejected. If there is a discrepancy between words and figures, the amount in words shall prevail.

Prior to the detailed evaluation, the Buyer will determine the substantial responsiveness of each Proposal to the RFQ. For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the requirements and terms and conditions of the RFQ without material deviations. The Buyer's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Buyer and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

5. AWARD OF CONTRACT

5.1 Award Criteria

The Proposals are evaluated in a one-stage procedure where the Technical and Financial components are evaluated separately to determine the Lowest-price, technically acceptable offer. The Technical component will be evaluated by confirming the requirements below with the supporting documentations sent by the bidder based on the Requirements Criteria.

UNAIDS reserves the right to invite selected Bidders to adjust any prices in the Excel cells of the Financial Proposal which appear to fall outside of expected values.

UNAIDS reserves the right to reject any Proposal if the Bidder has previously failed to perform properly or complete on time in accordance with contracts or if the Bidder in UNAIDS perspective is not in a position to perform the contract.

UNAIDS reserves the right to annul the solicitation process and reject all Proposals at any time prior to award of the contract without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information on the grounds for the Buyer's action.

A Proposal that is rejected by UNAIDS may not be made responsive by the Bidder by correction of the non-conformity. A responsive proposal is defined as one which conforms to all the terms and conditions of the UNAIDS Proposal solicitation documents without material deviations. UNAIDS shall determine the responsiveness of each Bid with the UNAIDS Proposal solicitation documents.

The Bidders waive all rights to appeal against the decision made by UNAIDS.

5.2 Right to Vary Requirements at Time of Award

UNAIDS reserves the right at the time of award of contract to vary the amount of services and/or goods specified in the RFQ without any change in price or other terms and conditions.

5.3 Signing of the contract

UNAIDS shall send the successful Bidder an Agreement for Performance of Work (APW), which constitutes the Notification of Award.

The successful Bidder(s) shall sign and date the APW and return it to UNAIDS within 5 days of receipt to confirm acceptance of the contract.

6. UNAIDS TERMS AND CONDITIONS

The following general conditions shall apply to any eventual contract. No other deemed conditions shall apply.

GENERAL CONDITIONS

1. It is understood that the execution of the work does not create any employer/employee relationship. In this respect, the contractor shall be solely responsible for the manner in which the work is carried out. Thus, UNAIDS and/or WHO shall not be responsible for any loss, accident, damage or injury suffered by any person whatsoever arising in or out of the execution of this work, including travel. Insurance coverage for any such loss, accident, damage or injury will be the contractor's responsibility, including where appropriate, insurance coverage for persons used by the contractor to carry out the work.

Without prejudice to the foregoing, UNAIDS may in certain cases provide insurance coverage for the contractor for travel in UNAIDS and/or WHO vehicles. UNAIDS and/or WHO decline all responsibility for non-payment by the insurance company of all or part of a claim submitted by or for the contractor for any accident. In case of such non-payment, the contractor shall be obliged to immediately reimburse all or part of any advance which UNAIDS may have paid to the contractor.

2. All rights in the work, including ownership of the original work and copyright thereof, shall be vested in UNAIDS, which reserves the right (a) to revise the work, (b) to use the work in a different way from that originally envisaged, or (c) not to publish or use the work.
3. If the option, on the face of this agreement, for payment of a fixed sum applies, that sum is payable in the manner provided, subject to proper performance of the work. If the option for payment of a maximum amount applies, the funds shall be used exclusively for the work specified in this agreement and any unspent balance shall be refunded to UNAIDS. In this latter case, any financial statement required shall reflect expenditures according to the relevant main categories of expenditure. Contractors who are legal entities (hereinafter referred to as "Company Contractors") must submit an invoice to UNAIDS in order to receive payment. Invoices are not required from contractors who are individuals (hereinafter referred to as "Individual Contractors") who can be paid upon receipt by UNAIDS of the required deliverables (including any required technical reports and financial statements) in a satisfactory manner.

The invoice from Company Contractors shall reflect any tax exemption to which UNAIDS and/or WHO may be entitled by reason of the immunity it enjoys. UNAIDS and WHO, which provides administrative services to UNAIDS, are, as a general rule, exempt from all direct taxes, custom duties and the like, and the Company Contractor will consult with UNAIDS so as to avoid the imposition of such charges with respect to this agreement and the work performed hereunder. As regards excise duties and other taxes imposed on the provision of goods and services (e.g. value added tax), the Company Contractor agrees to verify in consultation with UNAIDS whether in the country where the tax would be payable, UNAIDS and/or WHO are exempt from such tax at the source, or entitled to claim reimbursement thereof. If UNAIDS and/or WHO are exempt from value added tax, this shall be indicated on the invoice, whereas if UNAIDS and/or WHO can claim reimbursement thereof, the Company Contractor agrees to list such charges on its invoices as a separate item and, to the extent required, cooperate with UNAIDS and/or WHO to enable reimbursement thereof.

UNAIDS and/or WHO shall have no responsibility whatsoever for any taxes, duties or other contributions payable by contractors. Payment of any taxes, duties and other contributions which a contractor may be

required to pay shall be the sole responsibility of the contractor who shall not be entitled to any reimbursement thereof by UNAIDS and/or WHO.

4. If the work is not satisfactorily completed (and, where applicable, delivered) by the date fixed in this agreement and/or if any financial statement required is not satisfactorily submitted to UNAIDS in accordance with general condition 5 below, UNAIDS may specify an additional period within which this agreement must be satisfactorily performed. Normally such additional period should be of at least one week's duration, unless it is clear from the agreement that it was particularly important that the performance be completed on the date specified, in which case UNAIDS may specify a shorter period or refuse to grant any additional period at all. In the event that the work is not satisfactorily completed and delivered on the date fixed, or any additional period granted by UNAIDS and/or if any financial statement required is not satisfactorily submitted to UNAIDS in accordance with general condition 5 below, UNAIDS may rescind this agreement (in addition to the other remedies), subject to an equitable arrangement being made in case of delay caused by force majeure.
5. The contractor shall complete and deliver the work to UNAIDS (including any technical report that may be required) by the date fixed in this agreement or any additional period that may be granted by UNAIDS under general condition 4. Any financial statement required shall be submitted within thirty (30) days thereafter at the latest. If the payment schedule on the face of this agreement provides for a final payment upon completion of the work, this final payment shall be made only after satisfactory receipt of all deliverables called for under this agreement, including any technical report and financial statement.
6. Each Individual Contractor certifies that he/she does not presently, and will not during the term of this agreement, hold any form of contractual relationship with UNAIDS and/or WHO (including any UNAIDS and/or WHO regional, country or project office, as well as any programme, center or other entity where staff is subject to WHO Staff Regulations and Rules) that confers upon the Individual Contractor the status of a UNAIDS and/or WHO staff member. The Individual Contractor understands that a false statement may result in the cancellation of any or all contracts, and/or the withdrawal of any offer of a contract with UNAIDS and/or WHO.
7. If and to the extent the work to be performed under this agreement includes surveys or interviews involving human participants (hereinafter referred to as "research"), the following shall apply:

7.1 Ethical Aspects

It is the responsibility of the contractor to safeguard the rights and welfare of human subjects involved in research performed under this agreement, in accordance with the appropriate national code of ethics or legislation, if any, and in the absence thereof, the Helsinki Declaration and any subsequent amendments. Prior to commencing any such research, the contractor shall ensure that (a) the rights and welfare of the subjects involved in the research are adequately protected, (b) freely given in o, (c) the balance between risk and potential benefits involved has been assessed and deemed acceptable by a panel of independent experts appointed by the contractor, and (d) any special national requirements have been met.

7.2 Regulatory Requirements

It is the responsibility of the contractor to comply with the relevant national regulations pertaining to research involving human subjects.

7.3 Protection of Subjects

Without prejudice to obligations under applicable laws, the contractor shall make appropriate arrangements to eliminate or mitigate any negative consequences to subjects or their families resulting from the conduct of

the research under this agreement. Such arrangements shall to the extent feasible include appropriate counselling, medical treatment and financial relief. The contractor furthermore undertakes to protect the confidentiality of the information relating to the possible identification of subjects involved in the research.

7.4 Zero tolerance for sexual exploitation and abuse

UNAIDS has zero tolerance towards sexual exploitation and abuse. In this regard, and without limiting any other provisions contained herein:

- each legal entity Contractor warrants that it will: (i) take all reasonable and appropriate measures to prevent sexual exploitation or abuse as described in the UNAIDS Policy on Sexual Exploitation and Abuse Prevention and Response by any of its employees and any other persons engaged by it to perform any services under the Contract; and (ii) promptly report to UNAIDS and respond to, in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the contractor becomes aware; and
- each individual Contractor warrants that he/she will (i) not engage in any conduct that would constitute sexual exploitation or abuse as described in the UNAIDS Policy on Sexual Exploitation and Abuse Prevention and Response; and (ii) promptly report to UNAIDS in accordance with the terms of the Policy, any actual or suspected violations of the Policy of which the Contractor becomes aware.

8. Any dispute relating to the interpretation or application of this agreement shall, unless amicably settled, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, with the Rules of Arbitration of the International Chamber of Commerce. The parties shall accept the arbitral award as final.
9. Nothing contained in or relating to this agreement shall be deemed to constitute a waiver of any of the privileges and immunities enjoyed by UNAIDS and/or WHO and/or as submitting UNAIDS and/or WHO to any national court or jurisdiction