REQUEST FOR PROPOSAL

Date: 17 July 2023

Reference: RFP 2/2023

Subject: Long-term Agreement for Ticketing Service

1. The United Nations System Staff College (UNSSC) hereby solicits your proposal for the above subject, in accordance with this document and annexes attached hereto. Proposals must be submitted to the UNSSC before 7 August 2023 by close of business in Turin, Italy.

2. This request for Proposal (RFP) consists of this document and the following annexes:
   - Annex A: Terms of Reference
   - Annex B: Terms and Conditions to Submit a Proposal
   - Annex C: Evaluation Criteria

3. Your proposal must include information in sufficient scope and detail to allow the Staff College to consider whether the proposer has the necessary capability, experience, knowledge, expertise and the required capacity to perform the work specified satisfactorily.

4. The UNSSC reserves the right to request from vendors additional information regarding their commercial activities, history and resources.

5. Your technical and financial proposal must be submitted via email to procurement@unssc.org. Non-compliant offers with the terms stated in this document and its annexes may be rejected without any evaluation.

6. Inquiries and clarifications concerning this RFP, along with changes or modifications to the proposals must be submitted before the deadline via email to procurement@unssc.org.

7. Please note that the Staff College has VAT exemption status and can provide documentation for same. Hence, your pricing should take this status into account and be presented net of VAT.
ANNEX A – Terms of Reference

Background and Context:

The United Nations System Staff College (UNSSC) is the United Nations institution for system-wide knowledge management, learning and training for the staff of the United Nations system.

The College is expected to play a pivotal role in contributing to UN reform, the development of a common culture based on effectiveness, expertise and continuous learning through the development, co-ordination and provision of cross-cutting learning programmes which impact on all agencies and staff.

Objectives:

Given the increase amount of queries and assistance from participants, UNSSC is seeking a provider to develop a solution for a ticketing service with the following objectives:

1. Streamline repetitive admin support functions;
2. Have one channel of communication between UNSSC and participants;
3. Automate routing and self-replies;
4. Customize ticket templates;
5. Knowledge base;
6. Organize, track and record communications;
7. Service analytics;
8. Integration with CRM (Salesforce).

The selected vendor will also provide a custom onboarding for the set-up and customization of the ticketing service. The UNSSC requests the following additional consulting services:

1. Technical support to design the customer experience;
2. Dedicated onboarding and consultation service;
3. Joint configuration and set up of the ticketing service;
4. Assistance for all out of the box integrations;
5. Go-live support.

Deliverables:

The selected vendor shall:
1. Provide UNSSC with a ticketing service solution and met the objectives above;
2. Assist UNSSC staff in the design, customization and implementation of the ticketing service;
3. Attend periodical consultation, as required, with UNSSC staff to develop the ticketing service;
4. Design a project plan to track & ensure successful project completion;
5. Implement a ticketing system in accordance with the project plan;

**Performance indicators:**

1. UNSSC ticketing service and related workflow successfully designed and implemented in line with UNSSC’s needs and indications;
2. Ticketing system tracking and measuring the tickets opened by participants with 100% accuracy;
3. Participation in recurring meetings and responsiveness to UNSSC’s needs and indications;
4. Quality assurance and timely resolution of technical issues.

<table>
<thead>
<tr>
<th>System Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web based system:</strong></td>
</tr>
<tr>
<td>● WEB enabled.</td>
</tr>
<tr>
<td>● Could-based.</td>
</tr>
<tr>
<td>● Support for multiple languages.</td>
</tr>
<tr>
<td><strong>Workflow:</strong></td>
</tr>
<tr>
<td>● Ability to assign/reassign tickets to employees.</td>
</tr>
<tr>
<td>● Show ticket status (e.g. pending, completed, closed).</td>
</tr>
<tr>
<td>● Classify ticket based on type</td>
</tr>
<tr>
<td>● Allow for customer surveys</td>
</tr>
<tr>
<td><strong>System administration:</strong></td>
</tr>
<tr>
<td>● An administration facility to manage all system users, such as, define users, change user password.</td>
</tr>
<tr>
<td><strong>Infrastructure:</strong></td>
</tr>
</tbody>
</table>
- Should work on any WEB server.
- Can be integrated with UNSSC’s CRM system.

**Reporting:**
- Provide system reports and key performance indicators at all levels (e.g., track tickets completion, number of tickets closed per user...).

**Documents Management:**
- All users are allowed to upload and delete any type of document to any ticket.

**Search Documents:**
- Ability to search for tickets

**Maintenance:**
- Provide maintenance services for the system for the duration of the contract

**Training:**
- Provide training for UNSSC’s designated personnel
ANNEX B – Terms and conditions to submit a proposal

Submission of Proposals

Proposals must be submitted in English and shall be expressed in the form described in the table below:

| PRE-REQUISITE | 1) Please provide **company profile**, clearly identifying the experiences that demonstrate expertise in the subject of this RFP.  
2) Please provide a **certificate of incorporation**. |
|---------------|-------------------------------------------------------------------------------------------------|
| TECHNICAL PROPOSAL | 1. **Proposed solution to the scope of this RFP**;  
2. Description of the workflow of the ticketing system, including the provider of the service;  
3. Relevant certifications (ISO 27001 or equivalent).  
4. Indication of key personnel involved in the project;  
5. Description of similar projects delivered to other clients. |
| Financial Proposal | **Specify the total cost for the development of the ticketing solution**;  
**Indicate the yearly cost**;  
**Indicate hourly cost for development and support for the ticketing service**; |

Proposers must provide all information required under this RFP and clearly and concisely respond to all points set out in this RFP. Any proposal which does not fully and comprehensively address this RFP may be rejected. However, unnecessarily elaborate brochures and other presentations beyond those sufficient to present complete and effective proposals, are not encouraged.

Following submission of the proposals and final evaluation, the Staff College will have the right to retain unsuccessful proposals. It is the proposer's responsibility to identify any information of a confidential or proprietary nature contained in its proposal, so that it may be handled accordingly.

**NO COMMITMENT**

This RFP does not commit the UNSSC to consider any proposal, to award a contract or to pay any costs incurred in the preparation or submission of proposals, or any costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods.

The UNSSC reserves the right to reject any or all proposals received in response to this RFP and to negotiate with any of the proposers or other firms in any manner deemed to be in the best interest of the Organization.

This RFP contains no contractual proposal or offer of any kind; any proposal submitted will be regarded as an offer by the proposer and not as an acceptance by the proposer of any proposal or offer by the UNSSC. No contractual relationship will exist except pursuant to a written contract document signed by
the authorized official of the Staff College and by an authorized officer of the successful proposer(s).

**Rejection of Proposals**

The UNSSC reserves the right to reject any proposals that, inter alia:

i. are received after the deadline stipulated in the RFP;

ii. are not properly marked or addressed as required in the RFP;

iii. contain an alternate proposal; or

iv. are not otherwise in compliance with the RFP.

**Ethical Standards**

All UN vendors shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

**Contract**

The UNSSC shall enter into long-term agreement for the service with the highest scoring proposer in accordance with Annex C on a non-exclusive basis. The expected duration of each contract is three years subject to satisfactory performance.

The award of the contract pursuant to the terms stated in this proposal, including its annexes, is subject to the United Nations General Conditions of Contracts (UNGCC). The applicable text of the UNGCC is available at the following address:


Full acceptance of the UNGCC is a mandatory requirement for the award of the contract(s), non-acceptance of the UNGCC may result in the rejection of the proposal.
ANNEX C - Evaluation Criteria

The proposals shall be evaluated in accordance with the criteria indicated in the table below.

<table>
<thead>
<tr>
<th>PRE-REQUISITE</th>
<th>Certificate of incorporation; ISO 27001 Certification or equivalent;</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECHNICAL PROPOSAL</td>
<td>Criterion A: Proposed approach to deliver the ticketing solution; Max Score 20 points</td>
</tr>
<tr>
<td></td>
<td>Criterion B: Proposed approach to development of customs solutions for UNSSC; Max score 20 points</td>
</tr>
<tr>
<td></td>
<td>Criterion C: Previous experience in delivering and developing similar projects Max score 20 points</td>
</tr>
<tr>
<td>FINANCIAL PROPOSAL</td>
<td>Indicate the total cost of the onboarding + development of custom elements + any yearly costs Max 40 points</td>
</tr>
</tbody>
</table>

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared. The price proposal will be opened only for submissions that passed the minimum technical score of 70% (42 points) of the obtainable score of 60 points in the evaluation of the technical component.

Maximum 40 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e. $S_f = 30 \times F_m / F$, in which $S_f$ is the financial score, $F_m$ is the lowest price and $F$ the price of the submission under consideration. The weight of the technical proposal is 60% and the weight of the financial proposal is 40%.