

**APPENDIX 3 – QUALIFICATION REQUIREMENTS AND EVALUATION CRITERIA  
UNIDO – Request for Proposal – RFP no. 2010/004/CZ**

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In evaluating the bids for a SAP or Oracle based implementation for UNIDO, the following qualification requirements for Proposers and evaluation criteria for selection of the best proposal will be used.

**I. QUALIFICATION REQUIREMENTS**

**A – OPERATIONAL**

Certificate of Incorporation

The Proposer should be registered as a legal entity authorized to enter into contracts for provision of services/works and supply. As a proof, the Proposer should provide a certified copy of their Certificate of Incorporation or other documents setting forth the legal basis of the company.

Capacity of Operations

The Proposer should have an adequate capacity of operations to provide an ERP solution for a United Nations Systems organization of 690 headquarters staff and approximately 1,000 temporary staff. The Proposer should employ a minimum of 500 staff at the corporate level that are qualified in SAP or Oracle ERP applications implementations. The average turnover/revenue over the last five years at the corporate level should be a minimum of €50 million.

Licences/Authorizations

The Proposer should provide a copy of authorization from the owner of the software which is offered in the proposal confirming that the Proposer is authorized to offer software packages on their behalf.

Documentation

The documentation of the project must be strictly in line with Terms of Reference and in English. However, should there be any deviations from the TOR, the proposer shall clearly document why some of UNIDO's requests cannot be implemented or are not recommended and why the alternative would better fulfill UNIDO's requirements.

## **B – EXPERIENCE**

### Years in Business

The Proposer shall demonstrate at least five (5) years of experience in the field of services specified under the subject RFP. The Proposer shall also indicate any services previously provided to the United Nations system of organizations.

### Experience Fulfilling Contracts with Similar Requirement

The Proposer shall have experience in fulfilling contracts of a nature similar to the subject RFP, and provide the relevant references for the last three years. The Proposal shall provide references that the Proposer has experience as the general contractor in at least two previous SAP and/or Oracle professional services projects of €2 million or larger in the last three years in the United Nations system of organizations or similar international public sector or nonprofit entities. The Proposal shall provide evidence that the Proposer has established offices on at least three continents, including Europe.

## **C – MANDATORY FINANCIAL QUALIFICATION REQUIREMENTS**

The following basic financial criteria shall be met by the supplier(s) on a corporate level:

### Profitability

Profit Margin Ratio or Return on Assets Ratio should be in excess of 1%.

### Solvency Ratio

A solvency ratio (ratio of current assets to current liabilities) of more than 1 is required.

### Turnover

The average annual turnover/revenue on the corporate level for the past 5 years should be €50 million or more.

## **II. EVALUATION CRITERIA**

Only the Proposals submitted by the Proposers meeting the qualification requirements mentioned in paragraph I above will be evaluated by UNIDO.

The Proposer is to provide one complete Proposal for a SAP or an Oracle implementation solution or, at its sole discretion, two complete separate bids, one for SAP and one for Oracle. The proposals will be evaluated as per procedure described in the RFP Instructions to the Proposers (Appendix 1 to the RFP) against the evaluation criteria specified below:

### **A – TECHNICAL REQUIREMENTS**

The objective of the technical evaluation is to properly assess the capabilities of the ERP implementation solutions offered by the proposers to fulfill UNIDO's requirements. The approach is to perform the ERP implementation solution evaluation in a holistic manner.

#### **1. Understanding of and compliance with the requirements outlined in the Terms of Reference and attached documents:**

Overall, the technical evaluation will assess the understanding of the Proposer of the four (4) phases in each Release of the ERP implementation.

The technical response has to provide input to all seven (7) sections of the Specification Sheet (Appendix 5).

The technical response has to provide input to all seven (7) sections of the Specification Sheet (Appendix 5):

- Sections 1–4 efforts regarding the Implementation services in work-days
- Section 5 & 6 the proposed application modules and database options
- Section 7 the proposed Hardware configuration

#### **2. Management**

Proven track record in United Nations Systems of organizations, similar international public organizations, or similar non-profit entities ERP implementation solutions, either in SAP, Oracle or both across the four phased functional areas as outlined in the Terms of Reference and demonstrated:

- Strong business analysis capability and demonstrated record of providing creative solutions;
- Knowledge of ERP systems, ERP implementation methodologies, and the opportunities afforded by ERP implementation (i.e. business case and ROI for ERP);

- Ability to strategize and map out options for solution build and implementation;
- Proven experience in project planning;
- Experience in working with the United Nations systems of organizations, international public sector or nonprofit organizations;
- Adequacy of Proposer's organization, structure and overall facilities and resources available for this potential contract including adequate staffing available to start by November 2010;
- International presence with ability to work on-site with the UNIDO HQ & readiness to travel to other UNIDO locations world-wide;
- Excellent English communications and facilitation skills.

### 3. Methodology and approach

The Proposer should demonstrate the adequacy of management organization, methodology, and operational plan to satisfy the specified requirements (proposed project approach and methodology).

Clarity and viability of the ERP implementation solution approach and the staffing plan and work to be performed against an overall operational plan for the proposed services. The operational/mobilization plan should include any proposed subcontracting.

### 4. Warranty/Guarantee

Proposed warranty and its adequacy.

### 5. Personnel Qualifications (project staffing)

The Proposer should offer a project manager who has worked in this capacity on one of the referenced SAP and/or Oracle ERP projects. The complete curriculum vitae of the proposed project manager is to be submitted.

The Proposer should offer four intended functional team leaders that have worked in that capacity on one of the referenced SAP and/or Oracle ERP projects. The complete curriculum vitae of the proposed team leaders are to be submitted.

The Proposer is to outline the process and criteria used to obtain qualified consultants/system analysts and programmers and verify that they can be made available against the time outlined in the overall operational plan time frame.

### 6. Delivery/Completion time of the project

Compliance with established release sequence and corresponding timeline as indicated in the Terms of Reference.

## **B – COMMERCIAL REQUIREMENTS**

The Financial Proposal of only technically acceptable proposals shall be evaluated against the following contractual/commercial criteria:

1. Price/Cost

The commercial proposal shall contain input to all seven (7) sections of the Specification Sheet (Appendix 5):

- Sections 1–2 (*mandatory*\*) firm fixed price for the implementation services in Vienna, including travel, expenses, per diems and all other costs, as per proposed implementation timeline.
- Sections 3–4 (*mandatory*\*) estimated price for services, including all other costs as above, as per proposed implementation timeline
- Section 5 & 6 (*mandatory* \*) fixed price for the proposed application software modules and database options, including yearly maintenance costs
- Section 7 (*optional*) pricing the proposed Hardware configuration, including a service agreement for 5 years

*\*) these sections and corresponding price shall be included in the offer and constitute a mandatory requirement.*

2. Proposed Payment Terms

Adherence to the UNIDO's normal payment requirements mentioned in the contract form.

3. Agreement to the UNIDO contractual terms and conditions

Acceptance of UNIDO Contract Form and Conditions of Contract;