

ANNEX II
TO REQUEST FOR PROPOSAL N° PCD/08/062



Response Requirements

BMC Service Desk Express Maintenance and Support

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This annex summarizes the form and content of the information that the bidders shall provide in response to this RFP:

- The response document must be submitted in English.
- The response document must be limited to one dossier or binder containing your response, solution and documentation. Your proposal shall be prepared in **duplicate** with one marked "Original" and the other marked "Copy".
- Proposals must conform to WIPO requirements as set forth in this RFP. However, Bidders may propose alternative solutions where considered appropriate and equivalent in terms of meeting WIPO requirements. In such a case, the Bidder must provide an extensive description and evidence to show the advantages and disadvantages of the proposed solution, with a clear indication of the aspects that make it preferable to other solutions.
- The responses and description of the proposal shall be comprehensive and focused on the information that is requested in the RFP. Information of general interest like marketing driven brochures may be annexed at the end of the response document.
- Proposals must follow the section numbering and framework provided in the following sections. Bidders may, if they so wish, add sub-sections, and are free to write the content of the sections as they think best, as long as all the requested information is provided.

When responding, please use the sections as stated below, i.e. compose your proposal starting with:

- I. Executive Summary**
- II. General Information about the Bidder, etc.**

I. Executive Summary

Bidders must provide a summary of the key features of their proposals. This should highlight major features that differentiate their offer.

This section must contain the following table filled in:

Date	
Company Name and Address	
Phone number Fax number	
Email address Website	
Authorized representative name	
Authorized representative signature	
Business contact person	Name: Phone number: E-mail address: Fax number:

II. General Information About the Bidder

This section deals with information about your company, your references, as well as any partnerships or alliances you have with other companies who may work for you as sub-contractors.

This section must contain:

A. Company Background

- a) A short presentation of the company (structure, size, location of the branches, etc.);
- b) a brief historical description of the company's involvement in the provision of Service Desk Express support and IT service management;
- c) the contact details of the person(s) in charge of this RFP (technical and commercial), including the name, phone number and e-mail address. The contact person must be available during the bid evaluation period to answer possible questions;
- d) information about the financial status of the company including the financial audit reports for the last three years;
- e) number of staff (headquarters and overseas (if any)), skill profile, number of years of experience;
- f) confirmation of your company's status as a BMC Partner

B. References

- a) Give at least 3 recent references of similar Service Desk Express support engagements (for enterprises, organizations, international organizations, governmental or non-governmental agencies, etc.), and optionally those related to ITIL and/or ISO 20000.
- b) A short description (a few lines) must be given for each of the references including the contract period, contact person on the customer side, with phone number and position, etc.).

C. Alliances with other Companies

- a) Describe the type/level of partnership that your company has established with other companies who may be involved as local or distant sub-contractors in providing some of the services requested in the current RFP (if applicable). The description must include:
 - Name of the companies and the date when the alliance was formed;

- Detailed description of the type and extent of cooperation, with specific indication as to the role that each of the companies would play in relation to the services requested in this RFP.

III. Technical Proposal

Your technical proposal shall include:

- a) The list of the SDE components for which your company is able to offer support including the list price and discounted price quotations for the regular yearly maintenance and the basic conditions of the maintenance;
- b) possible alternatives or optional additions or improvements to the approach outlined in this tender (this is optional, but if presented, the corresponding costs should also be provided in the price schedule).;
- c) CV(s) and proposal regarding the provision of ad hoc services for consultancy related to SDE in the domain of ITIL based Service Delivery and Service Support process implementation and/or ISO 20000 certification, on the basis of a fixed all inclusive daily rate.

IV. Contractual Conditions

- a) Please confirm that you will provide a single point of contact to WIPO (Account Manager) for the duration of this contract, and that this person will visit WIPO for regular liaison meetings, for example twice per year, at your company's expense.
- b) Please include an example of a typical "Contract" you propose to your customers for this type of project.
- c) Please confirm your acceptance of the WIPO Mandatory Conditions by putting your initials next to Articles 1 through 15 of Annex III of this RFP, signing, and returning it to WIPO with your proposal. If you have any question concerning WIPO's Terms and Conditions, they must be asked during the Questions and Answers period of the RFP (please see paragraph 16 of the Invitation Letter).
- d) Please confirm your acceptance of the Officials Not to Benefit and Third Party Declaration (Annex VII) by signing, dating and returning it with your proposal.
- e) Please include any assumptions and/or comments as you may believe to be necessary.

V. Financial Offer

Your financial offer must be quoted in **Swiss francs** (excluding VAT) and in accordance with the attached **Annex IV – Price Schedule**.

Your financial offer should not contain any clause linking those prices to any future fluctuation of the exchange rate between the Swiss francs and another currency for the services indicated under the Terms of Reference (see Annex I). WIPO reserves the right to reject all offers that are not in conformity with this requirement. **In addition, your financial offer shall have a cover letter wherein your company's authorized representative confirms and signs the financial offer and the period of its validity.**

Per diem, travel costs and travel time to and from WIPO Headquarters shall be covered by the quoted fixed daily all-inclusive rates and may not be subject to additional cost claims. A working day corresponds to 8 hours worked.

Please note that WIPO will not accept any form of advance and/or progress payment unless it is guaranteed by a first demand performance bond or an equivalent guarantee issued by a financial institution that is considered acceptable by WIPO.

VI. Technical Evaluation of the Offers

As part of the evaluation process, WIPO may establish a short list of vendors. Shortlisted bidders may be invited to WIPO for one or two follow up interviews. Please note that all expenses associated with a bidder's participation in these interviews, such as transport and accommodation costs, are to be borne by the bidder.