UNOPS

Request for Quotation (RFQ) for Services to deliver Training Course on Integration of Business Processes in SAP HANA

RFQ No:
(UNOPS-DGC-2015-DFS Training05 - SAP HANA)

UNOPS

Request for quotation (RFQ)
for Services to Provide Training Courses for DFS
RFQ NO. (UNOPS-DGC-20154-DFS-Training05-SAP HANA)

Date: Wednesday, 13 May 2015

UNOPS is accepting quotations from training service providers to deliver training course on **Integration of Business Processes in SAP HANA** at the United Nations Global Service Centre in Valencia, Spain between May and June 2015 (To be confirmed). See the Annex A: Terms of Reference for details.

All interested parties must complete and return the attached price sheet to the following email address: **dgdfs@unops.org**

1   Services – Financial Offer Form (Annex B)

Quotations need to be submitted by using the Financial Offer Form contained in Annex B.

2   Currency

All prices shall be quoted in United States Dollars (USD) or Euros (EUR).

3   Mobilization and duration (for services)

Service provision shall commence in the month of May or June 2015. Exact calendar dates are to be determined prior contract signature. The date of completion for training services provided by the successful bidder will be announced.

4   Quotations due

All quotations must be received at the e-mail address stated below no later than:

> **Date**: (Thursday, May 21, 2015)
> **Time:** (12:00 P.M. Eastern Standard Time)
>
> **Contact:** Taimur Ahmed, Associate Portfolio Support Officer
> **Email:** dgdfs@unops.org; Cc: taimura@unops.org

Quotations submitted shall be binding and valid for a period of thirty (30) days from the due date stated herein. Any prices accepted during this period will be considered firm/fixed for the resulting purchase order.

UNOPS will award this requirement in total and will not accept any partial quotations. The supplier agrees to acknowledge the purchase order in the form provided upon award, under the terms and conditions stated therein, and for the agreed amount.

5   UNOPS General Conditions of Contract

Any order resulting from this RFQ exercise will be subject to the UNOPS General Conditions of Contract available for goods, small services and services at the following addresses:

http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20General%20Conditions%20for%20Goods.pdf
http://www.unops.org/SiteCollectionDocuments/Procurement/GCCs%20For%20Professional%20Services.pdf
http://www.unops.org/SiteCollectionDocuments/Procurement/Conditions-of-services-below50K.pdf

6 Clarifications

Suppliers with questions or requests for more information are encouraged to send them to the email address above promptly in order to allow time for the provision of a written response. Explanations or interpretations provided by personnel other than the above will not be considered binding or official.

7 Quotation form (Annex D)

The attached Quotation Form needs to be completed and signed. Suppliers shall return the completed and signed Quotation Form with their quotation.

Yours sincerely,

Pre-cleared by: **Approved by:**
Date: 12.05.15   Date

Amanda Knoll   Martha Mai
Procurement Specialist   OIC/Portfolio Manager, DGC
IPAS   UNOPS GPSO DGC

ANNEX A:
Terms of Reference

Integration of Business Processes in SAP HANA

OBJECTIVES:

The aim of this TOR is for UNOPS (United Nations Office of Projects Services) to establish a one-time purchase order for the acquisition of a training course on **SAP-Hana** to be delivered at the United Nations Global Service Centre -Valencia – Spain over a 2 day period.

The course is intended for IT application consultants and project team members who are new to SAP Hana solution. The SAP HANA solution enables business departments to analyse the organization business as it happens by creating flexible analytical models based on real-time data originating from business applications.

At the end of this course attendees should be able to:
- Overview of SAP HANA Studio
- Architecture of SAP in-memory computing
- Understand how data can be loaded into HANA
- Get an overview of how to report on HANA using clients' tools
- Use several tools such as SAP Data Services or SAP Replication Server.
- Create flexible analytic models based on real-time data originating from SAP ERP applications.
- Connect to SAP HANA from SAP Business Objects BI 4 tools such as SAP Business Objects Explorer, SAP Business Objects Analysis, and SAP Business Objects Web Intelligence.

REQUIREMENTS

The vendor must be able to provide one onsite class to be held at UNGSC-Valencia – Spain between May-June 2015 (to be confirmed) hosting a class of minimum 5 participants. The course should be inclusive of training material per each participant, shipping charges, training lab (if needed) and instructor's travel and living expenses.

SERVICE PERFORMANCE

The vendor must meet or exceed the following requirements:
- Be SAP Authorized Training Provider. Please provide evidence.
- Provide Official SAP training material.
- Provide a SAP Certified Trainer holding the certification required to deliver the mentioned course. Provide CV and certification details per each proposed instructor.
- Have at least 5 years of vendor's experience in developing and delivering similar programs.
- Have provided at least 5 courses in the requested product area. Provide the following information: course title, customer name and type of audience.
  The vendor should also be able to provide the following information:
- Specify anticipated time required to confirm final number of participants for delivery of manuals.
- Specify anticipated time required to confirm delivery period.
- Confirm classroom set up and requirements prior to the course starting.
- Confirm availability to send the instructor one day prior to the commencement of the course for the final setup of the training lab
- Confirm availability to manage the shipping arrangements of course material and/or equipment.

TRAINERS

In order to obtain approval, the instructor must:

- Provide instructors holding the certification required to deliver the mentioned course (see above) and meeting the following criteria:
- Be a SAP Certified Trainer and hold the certification required to conduct the mentioned course. Please provide evidence.
- Be a native English speaker or have superior command of the English language.
- Have delivered a minimum of #5 classes of the selected or similar courses.
- Have experience in delivering similar programs to international organizations and/or UN personnel.
- Have at least 3 years practical, professional working experience in this area of expertise.
- Provide evidence of number of similar courses delivered in English.
- Provide adequate insurance to cover the instructor's travel to Valencia.
- Be available to be contacted by one UNOPS representative to discuss specific needs of the organization.

UNOPS SUPPORT

UN will be responsible for:

- Providing a classroom equipped with one PC per participant and one PC for the instructor, one flipchart, one whiteboard, one projector.
- Carrying out the preliminary setup of the training room according to the instructor's advice, if required
- Providing transportation to the instructor within the mission area and from/to Hotel/course Venue.
- Assisting in the request for visa, if needed.
- Assisting in the hotel reservation.

FINANCIAL REQUIREMENT

The vendor should provide:

- Training fee for a class of minimum 5 participants. Please note that the cost should be inclusive of training material as well as of shipping charges for each participant.
- Training fee for each additional participant if required. Please note that the cost should be inclusive of training material and shipping charges.
- Travel costs for one instructor, including round-trip ticket, vaccination costs (if needed) and any expenses regarding travel, such as taxi services, visa fee, etc.
  Please note that:
- Living expenses will be based on UN Daily Subsistence Allowance considering the actual days of delivery plus 2 days of trip.
- Specify anticipated time required to confirm final number of participants.
- Specify anticipated time required to cancel the entire session at no cost for UNOPS.
- Specify anticipated time required to confirm delivery period.

See Attached

ANNEX B: Services - Financial Offer Form

Name(s) of consultant(s) (a)	Number of working days (b)	Daily fee (c)	Daily subsistence allowance (d)	Total (e)=(b)x((c)+(d))
			Grand total	

International/National travels (a)	Quantity (b)	Cost (c)	Currency (d)	Total (e)=(b)x(c)
			Grand total	

Other Costs (description)	Cost
Grand Total	

ANNEX B: Services - Financial Offer Form

UNOPS

Previous Experience				
Description of services/goods/works	**Country**	**Total amount of contract**	**Contract identification and title:** **Contact details of client: (Name, address, telephone, email, fax)**	**Year project was undertaken**

Annex D: RFQ - Quotation form

Quotation form must be completed, signed and returned to UNOPS. The quotations must be made in accordance with the instructions contained in this request.

UNOPS General Conditions of Contract will apply to any resulting purchase order/contract. A link to the UNOPS General Conditions of Contract is included in the RFQ document.

The undersigned, having read the Terms and Conditions of Quotation No. RFQ-(UNOPS-DGC-2014-DFS-Training02-COBIT5Foundation) set out in the attached document, hereby offers to provide the services specified in the RFQ at the price or prices quoted, in accordance with any specifications stated and subject to the Terms and Conditions set out or specified in the document.

Signature: _____

Date: _____

Name and title: _____

Company: _____

Postal address: _____

Tel. no: _____

Fax no: _____

Email address: _____

Validity of offer: _____

Currency of offer: _____

Payment terms 30 days accepted: □

Quotation to be addressed to:

>   UNOPS
>   Taimur Ahmed, Associate Portfolio Support Officer
>   708 Third Avenue, 14th Floor
>   New York, NY 10017
>   Tel.: (212-457-1805)
>   Email: dgdfs@unops.org
>   Cc: taimura@unops.org

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