

Provision of Digitalization Services for UNIDO IT Division
Terms of Reference for establishment of one or more Long-Term
Agreements (LTA)
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UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION

Introduction and Background

The United Nations Industrial Development Organization (UNIDO) is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability. The mission of UNIDO, as described in the Lima Declaration adopted at the fifteenth session of the UNIDO General Conference in 2013 as well as the Abu Dhabi Declaration adopted at the eighteenth session of UNIDO General Conference in 2019, is to promote and accelerate inclusive and sustainable industrial development (ISID) in Member States. UNIDO's mandate is fully recognized in Sustainable Development Goal 9 (SDG-9), which calls to "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation".

Information Technology and Digitalization Unit under the Directorate of Corporate Services and Operation (COR/DIG) focuses on enabling the Organization through new and innovative digital technologies, while ensuring secure, reliable, effective and efficient information technology (IT) services towards the achievement of strategic objectives and UNIDO's ISID mandate. COR/DIG is responsible for the management and implementation of IT and digitization strategies and solutions, for setting and enforcing common IT standards and best practices throughout UNIDO as well as managing corporate IT services. COR/DIG ensures, from an operational and technical perspective, that applications and systems are implemented in an integrated, sustainable and secure manner following best practices, and providing value-added for the Organization based on cost-benefit considerations in pursuit of the principles of Result-Based Management and delivering overall continuous improvement of the Organization's operations.

Information Technology and Digitalization Unit under the Directorate of Corporate Services and Operation seeks to establish one or more long-term agreements with one or more qualified service providers to support its digitalization initiatives across various technical domains. Given the complexity and evolving nature of modern IT landscapes, UNIDO requires both high-level expertise for strategic guidance as well as hands-on development and implementation support.

To ensure flexibility and quality, the required services will be structured into two Service Categories, with each category eventually being awarded to up to two service providers.

1. Long Term Agreement

UNIDO intends to enter into one or more Long-Term Agreements (LTAs) with one or more successful bidders for the provision of various high complexity IT services as well as development, implementation and operational services.

In the event that UNIDO will sign a LTA with selected service provider(s), the following shall apply:

- The LTA shall be valid for initially three (3) years from the date when both parties have signed the agreement with an option for further extension of additional two (2) years subject to satisfactory performance of the service provider and at UNIDO's discretion;
- UNIDO will not commit to purchase any minimum quantity of the services, and purchases will be made only if and when there is an actual requirement. UNIDO will not be liable for any cost in the event that no purchases are made under any resulting LTA;
- The LTA will be signed on a non-exclusive basis. UNIDO shall have no limitation on its right to enter, concurrently, into additional contract(s) with other companies for same and/or similar services;

Under the established LTA, Call-off Contract(s)/Purchase Order(s) will be issued by UNIDO's IT focal point and/or Project Managers at UNIDO Headquarters HQs in Vienna.

In case UNIDO opts to establish a LTA with more than one service provider call-offs can be awarded directly to one selected supplier or, at the discretion of the IT focal point and/or Project Manager, an additional competition exercise might be carried out among the selected suppliers. Please refer to the section below 'LTA call-off procedure'.

The average annual Not to Exceed (NTE) amount is estimated up to USD 600,000.00 .

UNIDO reserves the right to perform periodic performance reviews during the entire LTA period.

1.1 LTA call-off procedure

In general, subject to the specific IT project requirement(s), a Call-off Contract/Purchase Order under a LTA should follow the processes described below:

- Selected service provider(s) receive a 'request for offer' and related Terms of Reference including the specific requirements for a specific project from the IT focal point and/or Project Manager/project team.
- Within a requested time period (to be specified in the LTA, but generally no more than 1 to 2 weeks), service provider(s) shall submit an offer to the UNIDO IT focal point and/or Project Manager and/or Procurement Services, based on the established terms and conditions of the LTA, followed by clarification Q&A whenever necessary.
- Upon receipt of the proposal(s) the IT focal point and/or Project Manager/project team conducts a review of the proposal(s) and determines if it meets the specific project needs (technical, timeline, operational, personnel capacity, commercial and other relevant requirements). In case more than one supplier was requested a proposal, the technically acceptable lowest cost one will be awarded the call-off Purchase Order.

When and if required, UNIDO may request interviews of the proposed consultants pool before the issuance of the call-off Contract/Purchase Order.

Once a technically acceptable lowest cost bid has been identified, the IT focal point and/or Project Manager will send a Call-off Contract/Purchase Order to the service provider for its countersignature. Services are to be provided in line with the offer [e.g. in terms of actual efforts (personnel time & costs), travel arrangements, timelines, etc.] for the specific call-off as well as the overall terms and conditions of the LTA.

In-person meetings

The contractor's team is expected to travel to the UNIDO HQ (Vienna) for project meetings if deemed necessary by UNIDO. Some meetings may take place at the offices of the contractor if the UNIDO Teams work schedule allows the time to travel.

Travel cost for potential in person meetings in Vienna:

The contractor will be expected to include costs of travel & stay for requested in person meetings in Vienna as part of the individual's contract which will be based on this LTA. The costs of travel & stay have to be provided at best possible cost at the time when the contract is signed.

2. Required scope of supply and Technical Requirements

To ensure that both high-level expertise and operational support are available, UNIDO will structure the required services into two categories:

2.1 Service Category A: High-Complexity / Expert-Level Services

Scope of Work (Illustrative Examples, Not Exhaustive)

- Enterprise Architecture & Strategic Advisory
- Advanced AI and LLM Solutions (LLM fine-tuning, RAG pipelines, AI bias detection)
- Multi-cloud and hybrid architecture design
- Microsoft 365/Dynamics 365 enterprise-scale customizations
- Cybersecurity risk assessments & governance frameworks

Key Responsibilities

- Provide expert-level strategic guidance, mentoring, and best practices
- Support UNIDO's internal teams in capacity-building
- Lead large-scale digital transformation initiatives

2.2 Service Category B: Development, Implementation & Operational Services

Scope of Work (Illustrative Examples, Not Exhaustive)

- Full-stack development of digital applications
- Cloud automation, containerization, and DevOps integration
- AI-powered automation and Microsoft Power Platform solutions
- Enterprise data governance & AI integration for structured workflows

Key Responsibilities

- Execute hands-on development, integration, and maintenance
- Ensure secure, scalable, and high-performance solutions
- Work closely with UNIDO's IT team to align with enterprise architecture

Service providers are expected to demonstrate expertise in one or more of the following technical areas, which span enterprise architecture, AI, cloud computing, data governance, and digital platforms:

1. Web Development and Digital Experience

- Drupal-based website maintenance and development
- Modern responsive web applications using cutting-edge technologies
- Headless CMS architecture and API-first development
- UX/UI design, including usability testing and design systems creation
- Web accessibility compliance (WCAG, ARIA) and performance optimization
- AI-powered chatbots and virtual assistants
- Multilingual support for global audiences
- Security best practices, including OWASP compliance and penetration testing
- Performance optimization (load balancing, caching, CDN implementation)

2. Cloud Computing, Infrastructure, and DevOps

- Multi-cloud architecture across GCP, Azure, and open-source platforms, including hybrid cloud integration
- Infrastructure as Code (IaC) and CI/CD pipeline implementation
- Containerization and microservices with Docker, Kubernetes, and orchestration tools
- API management, integration solutions, and secure data collaboration

- Cloud cost optimization, FinOps, and sustainability practices
- Performance monitoring, observability, and compliance with cloud security standards (ISO 27001, NIST, CIS Benchmarks)
- Disaster recovery and business continuity solutions

3. Generative AI and LLM Operations

- LLM fine-tuning, optimization, and deployment for domain-specific applications
- Retrieval-Augmented Generation (RAG) pipelines for knowledge management
- Prompt engineering, tuning, and AI-driven content automation
- Multimodal AI integrating text, vision, and structured data
- Scalable LLM Ops for training, versioning, and deployment
- AI observability, bias detection, and responsible AI governance
- Privacy-preserving AI techniques and regulatory compliance

4. Microsoft 365 Solutions & AI Integration

- Power Platform development with ALM and governance models
- Dynamics 365 CRM customization and integration
- SharePoint Online for intranet, document management, and collaboration
- Microsoft Teams workflow automation and governance
- Microsoft Graph API integration for extending Microsoft 365 capabilities
- AI-driven automation in Power Automate, Power Apps, and Teams
- AI-powered knowledge discovery and recommendations across Microsoft 365
- Predictive analytics and business process optimization with Microsoft AI services

5. Data Management & Governance (Technology-Agnostic)

- Enterprise data governance frameworks (metadata management, compliance, classification: GDPR, retention policies)
- Data lifecycle management and security controls for structured and unstructured data
- Cloud-agnostic data lake architecture and AI-readiness strategies
- Advanced search and structured content management across Microsoft 365, Google Cloud, AWS, and open-source platforms
- AI governance, ethics, and explainability applied to data-driven decision-making

3. Proposal

For the purpose of comparing submitted offers and selecting service provider(s) to enter into LTA with UNIDO, tender participants shall submit a proposal covering the following dimensions:

3.1 Technical:

Covering the scope of supply and technical requirements outlined in this Terms of Reference including but not limited to:

- Implementation approach and methodologies, including
 - detailed description of standard approaches and methodologies in order to prove the bidder's comprehensive understanding, capacity and competency
 - the number and types of personnel required for project design and development, and associated timelines

- The bidder shall confirm language proficiency of its experts/personnel in English and inform any other additional language skills which can be provided.
- Personnel level of expertise
 - The bidder shall include (sample) CVs of its experts for each of the expert category/level of expertise indicated in the bid form.
 - Availability of the proposed experts should be ensured (to the extent possible) during the LTA period. In case of replacement of key expert/personnel UNIDO must be informed and adequate/similar professional level experts identified accordingly.
- Reference projects/Experience fulfilling contracts with similar requirement
 - The Bidder shall list references (within the past five years) of projects and contracts/LTAs and previous experiences in successfully fulfilling contracts of a similar nature / size to the subject ITB.

3.2 Commercial:

- Commercial proposal must be submitted in line with the Appendix 3 – Commercial Bid Form.
- Quoted prices must be valid for at least one year and must be quoted in United States Dollar.
- Price indexation: After this period of at least one year, there is the possibility of yearly price index adjustments– any price adjustment must be documented and is to be reviewed and accepted by UNIDO.

4. Technical Evaluation criteria – please also refer to Appendix 2 Qualification requirements and Technical and Commercial Evaluation Criteria

4.1 For Service Category A

- Experience and competences: List of key personnel, CVs including the Senior-level experts with proven project leadership experience
- Required certification: Advanced certifications in cloud, AI, security, DevOps, or enterprise platforms
- Project References: Demonstrable expertise in at least three (3) complex projects
- Quality and completeness of the proposal including the supporting documents, methodology, compliance with required services and responsibilities, language requirements etc.

4.2 For Service Category B

- Experience and competences: List of key personnel, CVs including developers, cloud engineers, AI engineers, and Microsoft specialists
- Project References: Experience in at least two (2) development or integration projects
- Required certification: Certifications in relevant cloud, AI, security, or Microsoft technology
- Quality and completeness of the proposal including the supporting documents, methodology, compliance with required services and responsibilities, language requirements etc.

During the Technical Evaluation stage, UNIDO reserves the right to carry out interview with one or more of the proposed experts including a live problem-solving exercise to validate expertise of the proposed key personnel/experts.

- **PARTIAL BIDS (i.e. for provision of services under Category A and/or Category B) are allowed.**