



United Nations Office at Geneva (UNOG)  
Switzerland

## REQUEST FOR INFORMATION (RFI)

This notice is placed on behalf of UNOG. United Nations Procurement Division (UNPD) cannot provide any warranty, expressed or implied, as to the accuracy, reliability or completeness of contents of furnished information; and is unable to answer any enquiries regarding this RFI. You are therefore requested to direct all your queries to United Nations Office at Geneva (UNOG) using the fax number provided below.

**Title of the RFI:**

Provision of Relativity Services to the United Nations Office at Geneva (UNOG)

**Date of this RFI:** 27 June 2019

**Closing Date for Receipt of RFI at PD:** 25 July 2019

**RFI Number:** RFIUNOG220

**Address RFI response by fax or e-mail to the Attention of:** Corneliu Martiniuc; Francis Fix

**Fax Number:** N/A

**E-mail Address:** corneliu.martiniuc@un.org; francis.fix@un.org

**UNSPSC Code:** 43231500

### DESCRIPTION OF REQUIREMENTS

The United Nations Office at Geneva ("UNOG") in Geneva, Switzerland seeks an interested and qualified Relativity Service Provider ("Service Provider") to provide Relativity ("Solution"). Using industry standard terminology, the relationship between UNOG and the Service Provider is such that UNOG is the "eDiscovery Project Manager / Litigation Support" and the Service Provider is the "Application Support / Systems Administrator / Database Administrator".

UNOG requires extensive administrative controls within a Relativity instance including but not limited to the ability to add/delete workspaces at will; add/delete users and set security at will; and access to the Relativity Desktop Client (RDC). UNOG will be handling all eDiscovery project management and both the tactical and strategic support of operational activities within the Solution.

This Request for Information seeks to identify potential Relativity solutions, taking into account the state of the art and the current marketplace, to address these requirements. Vendors answering this RFI are kindly requested to address the following questions:

1. Hosting infrastructure: For these questions, "cloud infrastructure" is defined as commercial cloud solutions such as Azure and "proprietary infrastructure" is defined as the Service Provider's own hardware (i.e., "hosted solution").

- a. Is the solution based on cloud infrastructure or proprietary infrastructure?
- b. Why does the Service Provider recommend either cloud or proprietary infrastructure?
- c. What mitigation methods does the vendor use to prevent unauthorized access?
- d. What mitigation methods might the vendor use to prevent otherwise warranted search and seizure

that might be in violation of the Convention on the Privileges and Immunities of the United Nations, 1 U.N.T.S. 15 (1946)?

e. What auditing reports can the vendor provide regarding access control over all information stored within the Solution?

f. What types of certification, third-party auditing or other standards does the Service Provider use in vetting and validating the security of the solution?

2. Time Commitment: Would the Service Provider require a minimum time commitment for the life of the project (e.g., “3 years”)? What would be that minimum time commitment and why?

3. Budget Model: Project costs are driven by three variables that can be unpredictable. Specifically, these are (a) number of users per month; (b) required monthly terabyte storage, and (c) consulting hours, generally deployed to develop custom solutions to address emerging challenges. The following represent three broad, estimated tiers of potential consumption rates.

- Tier 1: 50 users per month; 12 TB stored per month; 150 hours custom solutions per year.
- Tier 2: 100 users per month; 20 TB stored per month; 250 hours custom solutions per year.
- Tier 3: 250 users per month; 30 TB stored per month; 400 hours custom solutions per year.

Please answer the following and provide a tier pricing table addressing the below questions:

a. For each tier, what might be the price of additional users per month?

b. For each tier, what might be the price of additional TB per month?

c. For each tier, what might be the price of additional consulting hours?

d. Please describe any other innovative pricing models the Service Provider might offer to allow for flexible, dynamic “as needed” budgeting. Attach a table representing the relevant pricing model.

4. Pricing Structure: What is the Service Provider’s pricing structure for Relativity Processing, if different from Question 3 above?

5. Storage Flexibility: The Solution might need to support an exceptional volume of video files—possibly 1000TB of content. Supporting this volume may be technically and financially challenging given traditional cost models in the industry.

a. What storage solutions might the Service Provider offer that are efficient and cost effective? This could include tiered “near-line” and “archive” solutions such as escrow or glacier storage.

b. What innovative technical approach can the Service Provider suggest that allow for hybrid storage between the Service Provider’s environment and UNOG’s own “on-premises” storage?

c. What suggestions, solutions, or ideas can the Service Provider offer with regard to bandwidth for large scale video review and analysis?

d. What experience does the Service Provider have in supporting large scale video review and analysis within Relativity?

e. What experience does the Service Provider have in supporting large scale video review and analysis using other types of software?

6. Third-party Application Flexibility: Over the life of the Solution, a range of commercially available third-party applications from the Relativity App Hub may be needed.

a. How are third-party applications deployed within the Service Provider’s environment?

b. Are there licensing concerns that may arise between the third-party, UNOG and the Service Provider that may prevent successful implementation of a third-party application?

c. How will costs and invoicing be handled for the deployment and operation of third-party applications?

d. What third-party applications does the Service Provider already offer in its Solution?

I. Veritone video player?

II. Machine translation (e.g., Systran)?

III. Others?

7. What solutions might the Service Provider offer to allow notifications, triggered by event handlers, to be quickly and easily developed and implemented?

8. How might UNOG's existing data and schema be migrated to the Service Provider's hosting environment, and at what cost (assuming Tier 1 usage)?

9. At the end of the contract, please describe how the Relativity environment would be decommissioned.

### **SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)**

The information gathered from this RFI will be used to determine solution feasibility and design, scope, planning and implementation, and resources required by the UN. All responses will be kept strictly confidential.

Furthermore, please note the following:

- a. All costs for preparing a response for the RFI must be covered by the vendor.
- b. This RFI is a separate and independent process.
- c. Information received in response to the RFI will only be used by the UN for internal purposes and may inform inputs for terms of reference (TOR) for a potential future competitive tender.
- d. The response to this RFI will not be used to pre-qualify vendors.
- e. The provided information will not be contractually binding to the vendor.
- f. To keep response formats consistent, the responses must be in PDF document (transmitted via email).

### **NOTE**

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

# VENDOR RESPONSE FORM

**TO:** Corneliu Martiniuc; Francis Fix  
**Email:** corneliu.martiniuc@un.org; francis.fix@un.org  
**FAX:** N/A

**RFI Number:**

**FROM:**

**SUBJECT:** Provision of Relativity Services to the United Nations Office at Geneva (UNOG)

*To be filled by the Vendor (All fields marked with an '\*' are mandatory)*

## COMPANY INFORMATION

**UNGM Vendor ID Number\*:**

**Legal Company Name** (Not trade name or DBA name) \*:

**Company Contact \*:**

**Address \*:**

**City \*:**

**State:**

**Postal Code\*:**

**Country \*:**

**Telephone Number \*:**

**Fax Number \*:**

**Email Address:**

**Company Website:**

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and Title: \_\_\_\_\_

**\*\* If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): [www.ungm.org](http://www.ungm.org).**

## RFI INSTRUCTIONS

### 1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace ([www.ungm.org](http://www.ungm.org)) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

#### **Prerequisites for Eligibility**

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
  - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
  - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

**For Registered Vendors:** Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

**For Vendors Interested in Registration:** Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

**IMPORTANT NOTICE:** Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

### 2) RFI Process

Vendors interested in responding should forward their information (as requested in the RFI) to United Nations Office at Geneva (UNOG) (UNOG) by the closing date set forth in this RFI. *Due to the high volume of communications, UNOG is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.