

## Terms of Reference (TOR)

### 1. Background

At UNDP Headquarters, custody and monitoring of archived, permanent and non-permanent records is the responsibility of the Administrative Services Division (ASD). ASD oversees implementation of the record management and archives programmes by ensuring guidelines are comprehensive and up-to-date, revising retention schedules to ensure new records are covered, and archiving and retrieving of UNDP HQ records.

### 2. Objective

ASD would like to contract a firm for a period of 3 years (April ,2008 – March, 2011 ) to provide offsite storage and record management services for approximately 30,000 boxes of files for it's numerous departments. The contract may be extended for another 2 years based on the satisfactory performance of the Contractor.

The location should be easily accessible with appropriate storage capacity, staging and review areas/rooms and good security measures in place. Such location should be within the tri-state area (New York, New Jersey, Connecticut) and should have telephone, fax, copiers and other computerized operations in place. The location should have regular hours of services as well as off hour's accessibility.

The location should have appropriate insurance on their storage facilities, Smoke and Fire detections systems and climate control systems in place to mitigate the risk of fire and other hazards.

### 3. Scope of Work

The Contractor has to provide the following services :

- The Contractor should have knowledgeable , full time professional staff for quick and efficient delivery and collection of official documents and other business records ;
- The Contractor should have transportation services available to UNDP 24 hours a day, 7 days a week.
- The Contractor should be capable of handling :
  - **Normal Delivery** : Within 24 hours of having received a request
  - **Rush/ Emergency Hour Delivery** : Within 2-5 hours during business hours
- The Contractor should have bar coding and computerized inventory Management system to ensure fast and reliable retrieval of records ;
- The Contractor should be able to provide online client access to allow UNDP to view their off-site inventory, create custom reports, order supplies , create indexes of documents and set retention dates.

- UNDP deals with sensitive and confidential documents and material and requires their secure destruction and disposal. The Contractor should have a secure facility to destroy the documents. For each set of destruction action, the Contractor needs to provide a Certificate of Destruction. The contents should be shredded only after the boxes are prepared and cleared by UNDP.

#### 4. Minimum Qualification & documents

Prior to the detailed evaluation of the bids, UNDP will determine the substantial responsiveness of each bid to the Invitation to Bid (ITB). A substantially responsive bid is one which confirms to the following requirements listed below.

- The Contractors must have a minimum of **10 years of experience** in providing off-site archive storage services.
- The Contractor **should submit the following minimum documentations** along with their bids :
  - Company Profile as per the Company Profile Format (Annex V)
  - Company brochures / catalogues
  - References from 3 major clients
  - Documentary evidence to establish proof of legal entity/ Incorporation
  - List of all storage facilities and photographs of storage facilities
  - Copy of Insurance undertaken for the storage facilities
  - CV of the Contract Manager who will be designated for the UNDP account
  - Online Client Access Module – User Manual