

**REQUEST FOR EXPRESSION OF INTEREST (EOI)****Title of the EOI:**

RFI for Technology Services at the United Nations

**Date of this EOI:** 27 October 2009**Closing Date for Receipt of EOI at PD:** 10 November 2009**EOI Number:** EOIRK5206**E-mail Address:** kuchler@un.org**Address EOI response by fax for the Attention of:** Mr. R. Gregory Kuchler**Fax Number:** +1 212 963 1637**UNCCS Code:** 740000**DESCRIPTION OF REQUIREMENTS**

The Office for Information and Communications Technology (OICT) and the Information and Communications Technology Division (ICTD) of the UN are responsible for the delivery, management and administration of all UN information technology and communications systems in field missions. They are also responsible for the provision of continuous and reliable voice, data, and video services for peacekeeping operations. Given the challenging environment faced by UN operations in the field, a highly capable and mobile partner, with a good understanding of the United Nations, is needed to provide a wide range of ICT support and services.

The chosen partner will be expected to provide support in six key service areas. These are listed below. This Request for Information is designed to allow the UN to gain an understanding of the marketplace, provide information for budgetary planning, and will be used in conjunction with information gained earlier this year through other RFIs to plan possible future solicitations (at the discretion of the UN).

## SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The six service areas are:

1. First Level Support and Services (Tier 1)
  - 1.1. Call Centre Service
  - 1.2. ICT Call Centre Services
  - 1.3. ICT Campus Helpdesk support Services
  - 1.4. Network Control Centre
  - 1.5. Desktop and Laptop "Build" Deployment Planning
2. Second Level Support and Services (Tier 2)
  - 2.1. Application Support
  - 2.2. Network Support
  - 2.3. Data Centre Operations
  - 2.4. Messaging Optimizing and Email Archiving
  - 2.5. Voice Operations
3. Third Level Support and Services (Tier 3)
  - 3.1. Network Engineering
  - 3.2. Legacy Systems Development/Support – Modification and Enhancement
4. Training Coordination Services
  - 4.1. Standard ICT Trainings
  - 4.2. Specialized ICT Sessions
5. Site-B Planning
6. ICT Professional Services and Projects
  - 6.1. Professional Technical Assistance and ad-hoc projects
  - 6.2. New Technology Evaluations
  - 6.3. New Technology Implementations
  - 6.4. Support ICT Modernization Initiatives
  - 6.5. Software Migrations
  - 6.6. Private Internal Cloud Computing
  - 6.7. Virtualization and Consolidation
  - 6.8. ITIL and IT Process Improvement
  - 6.9. Mobile and Remote Working
  - 6.10. Voice over IP (VOIP) and Unified Communication (UP)
  - 6.11. Application Performance Testing

### NOTE

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

Only the United Nations Global Marketplace (UNGM) has been authorized to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Expression Of Interest. Please subscribe to <http://www.ungm.org/Registration/Login.aspx>

***Vendors interested in participating in the planned solicitation process should complete the Vendor Response Form of this EOI and fax it to United Nations Procurement Division (UNPD) before the closing date set forth above***

# VENDOR RESPONSE FORM

EOI Number: EOIRK5206

TO: Mr. R. Gregory Kuchler

FAX: +1 212 963 1637

FROM:

SUBJECT: RFI for Technology Services at the United Nations

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

## COMPANY INFORMATION

UN Vendor ID Number**:	UNGM Vendor ID Number*:	
Company Name *:		
Company Contact *:		
Address *:		
City *:		
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 EOI 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). Registration at UNGM is mandatory for responding to this EOI. The following information is available about the registration process.**

## EOI INSTRUCTIONS

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

Vendors interested in fulfilling the requirement described above must be registered with UN in order to be eligible to participate in any solicitation. Information on the registration process can be found at <http://www.un.org/Depts/ptd>.

#### **Prerequisites for Eligibility**

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

- A. Your company (both parent and/or subsidiaries, if applicable) is not on, or associated with a company or individual on The 1267 List website ([www.un.org/sc/committees/1267/consolist.shtml](http://www.un.org/sc/committees/1267/consolist.shtml)) and is not on the IIC Oil for Food List website ([www.iic-offp.org](http://www.iic-offp.org)).
- B. Your company (both parent and/or subsidiaries, if applicable) is not currently removed, invalidated or suspended by the UN Headquarters, field missions or other UN organizations (including the World Bank) and is not under investigation by a government or UN Member State.
- C. You have no outstanding bankruptcy, judgment or pending legal action that could impair operating as a *going concern*.
- D. You currently do not employ, or anticipate employing, any person(s) who is or was recently employed by the UN (in accordance with ST/SGB/2006/15, post-employment restrictions ([www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf))).
- E. Your subsidiaries, agents, intermediaries and principals agree to cooperate with the United Nations Office of Internal Oversight Service during any investigative processes undertaken by them, either before during or after execution of a contract, including providing all required documents, company records, access to employees, officers and staff, as well as financial information.

**For Registered Vendors:** Vendors already registered 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.

**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 <http://www.un.org/Depts/ptd>. Vendors must complete the registration process within 90 days of the date of this REOI. Vendors who have not initiated and completed the formal registration process with the Procurement Division within the 90 day-period will be automatically removed from the vendor roster and will have to start again a new registration for consideration in future EOI and tendering exercises.

**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) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to the United Nations Procurement Division (UNPD) by the closing date set forth in this EOI. *Due to the high volume of communications, UNPD is not in a position to issue confirmation of receipt of EOIs.*

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 EOI is issued subject to the conditions contained in the EOI introductory page on the UNPD Website indicated above.