

**REQUEST FOR INFORMATION (RFI)**

Title of the RFI: Integrated Pensions Administration System (IPAS) solution for United Nations Joint Staff Pension Fund (UNJSPF)

Date of this RFI: 03/11/2009

Closing Date for Receipt of RFI at PD: 04/12/2009

RFI Number: RFISSM5224

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Address RFI response by fax for the Attention of: Sri-shanta Malalgoda

Fax Number: 212-963-3503

UNCCS Code: 745300

DESCRIPTION OF REQUIREMENTS**1. UNJSPF background:**

The United Nations Joint Staff Pension Fund (“the UNJSPF”) is a defined benefit pension plan, providing retirement, death, disability and related benefits to the staff of the United Nations and its Member Organizations on a global basis. Currently UNJSPF has over 112,000 active participants, 59,000 beneficiaries and 23 participating Organizations. Annual payments (pensioner payroll, settlement of benefits, etc.) total some \$1.6bn in 15 different currencies.

The UNJSPF is administered in-house by the UN pensions operations team (“the Operation”). The Operation employs approximately 200 staff and is headquartered in New York with a branch in Geneva, Switzerland.

2. Current Operating Model

Currently the following IT systems/applications are being used by UNJSPF for its operation:

- a. “Pensys” system developed and maintained by the Operation’s in-house IT team;
- b. “Kofax Ascent Capture” maintained and supported by Kofax Image Products, Inc.;
- c. “Content Manager” maintained and supported by IBM Corporation;
- d. “Lawson” maintained and supported by Lawson Software, Inc. and The Revere Group;
- e. “Bottomline Check Printing” maintained and supported by Bottomline Technologies Europe Ltd;
- f. JPMC Chase Payment;
- g. JPMC EC-Gateway;
- h. JPMC Insight;
- i. Operations Information System;
- j. Data Warehouse; and
- k. UNJSPF website (www.unjspf.org)

3. Objectives of IPAS project

UNJSPF has defined a Target Operating Model (TOM) for the IPAS project as follows:

- a. Integration and standardisation of processes, resulting in minimal exceptions / failures and equal treatment in the processing of cases;
- b. One common database environment throughout the Operation, based around the concept of Individual Client Contribution and Entitlement Records (ICCERs), thus resulting in fewer internal interfaces (there are currently 48);
- c. Centralised, straight-through processing to reduce the number of hand-offs and increase through-put;
- d. Direct routing of work, supported where possible by comprehensive and intuitive workflows;
- e. The provision of more management information, enabling better decision-making and strategic planning and enhancing member experience through improved service standards;
- f. Better internal controls – e.g. proactively “invoicing” contribution amounts rather than reactively “receiving” them and then reconciling them;
- g. Standardisation of hardware and software, where possible;
- h. More robust business continuity and disaster recovery capabilities made possible by greater standardisation; and
- i. Documentation of all systems and processes, coupled with good governance around version control and archiving.

UNJSPF is open-minded as to which of the existing systems might be replaced. To this extent, the following “modules” are being considered:

- a. Pensions administration;
- b. Workflow;
- c. Document management (content management);
- d. Accounting, finance and treasury (cash management);
- e. Business intelligence (management information and reporting);
- f. Self-service.

It is recognised that there is a possibility that no one supplier may be able to provide all the modules above. As such, UNJSPF may consider the following models:

- a. A solution that draws upon the offerings and capabilities of more than one supplier;
- b. Implement only “best of breed” solutions and then undertake to seamlessly integrate them;
- c. Implement as many modules from one supplier as possible and only select other modules that the lead supplier cannot deliver.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Potential vendors are invited to provide information on how and to what extent the below objectives can be reached for UNJSPF's IPAS Project.

- a. Integration and standardisation of processes, resulting in minimal exceptions / failures and equal treatment in the processing of cases;
- b. One common database environment throughout the Operation, based around the concept of Individual Client Contribution and Entitlement Records (ICCERs), thus resulting in fewer internal interfaces (there are currently 48);
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- h. More robust business continuity and disaster recovery capabilities made possible by greater standardisation; and
- i. Documentation of all systems and processes, coupled with good governance around version control and archiving.

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 RFI and fax it to United Nations Procurement Division (UNPD) before the closing date set forth above

VENDOR RESPONSE FORM

RFI Number:

TO:

FAX:

FROM:

SUBJECT: Integrated Pensions Administration System (IPAS) for United Nations Joint Staff Pension Fund (UNJSPF)

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 RFIINSTRUCTIONS 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. Registration at UNGM is mandatory for responding to this EOI. The following information is available about the registration process.**

RFI 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) and is not on the IIC Oil for Food List website (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)).
- 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) RFI Purpose and Process

The purpose of this RFI is to provide the PD with a valid market research with respect to new technologies, solutions /systems, potential vendors, vendor capabilities and willingness to respond to a (potential) future solicitation. The gathered information will be used to determine a solicitation process, this RFI will be followed by a Request for Proposal. Due to the high volume of communications, UNPD 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 on the UNPD Website indicated above.