United Nations Nations Unies

REGIONAL PROCUREMENT OFFICE ENTEBBE
UGANDA

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed on behalf of RPO. 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 EOI. You are therefore requested to direct all your queries to REGIONAL PROCUREMENT OFFICE ENTEBBE using the fax number or e-mail address provided below.

Title of the EOI:
Supply and Installation of Information Kiosk System & Digital Signage in support of the UN Entebbe Support Base, Entebbe Uganda

Date of this EOI: 6 December 2018	**Closing Date for Receipt of EOI:** 20 December 2018

EOI Number: EOIRPO15822

Address EOI response by fax or e-mail to the Attention of: Chief, Regional Procurement Office

Fax Number:

E-mail Address: unesb-rpo@un.org

UNSPSC Code: 43211514, 43211522

DESCRIPTION OF REQUIREMENTS

1.   The United Nations Procurement Division's Regional Procurement Office (RPO) based in Entebbe, Uganda, has a requirement to procure eight (8) Information Kiosk System & Digital Signage in support of the UN Entebbe Support Base.

2.   The kiosks must be easy to use and intuitive for all types of visitors.

3.   The vendor shall undertake to design the systems according to the UN requirements within sixty (60) days from the time of award of contract.

4.   The system should be ready for deployment once the vendor hands it over to the UN. It should be plug and play.

5.   Upon Completion of the design, the vendor shall provide training to UN staff who will manage the system once it has been handed over to the UN. This knowledge transfer sessions should include both administrators and front-end users.

6.   The kiosk will be made up of the following components:
•   Several connections to data sources for the items shown
•   A reporting system that can be accessed via the web to provide management with real time statistics on usage patterns
•   A simple and intuitive interface
•   Access to an external trip/travel planning system

- Several kiosks around the Base to enable staff access to information and planning
- An easy to use content management system for updating the kiosk
- A secure platform to ensure its integrity

Software features

7. The information kiosk software will have the following features:

i. Provide staff and Visitors with an easy to use method of getting information about the Base and directions to key areas and offices

ii. Provide staff and Visitors with quick access to information about UN Flights and commercial travel from Entebbe to mission areas and elsewhere.

iii. Provide staff and Visitors with access to complete telephone directory for UN staff and offices located at Entebbe Base.

iv. Provide staff and Visitors with the latest security information and tips from UNDSS

v. Provide staff and Visitors with information on events in and around Entebbe Support Base

vi. Allow management to communicate instantly to staff especially emergency information.

vii. Provide options to navigate the information in several languages

viii. 2D & 3D interactive maps of the base (way finder)

ix. Display menus for the different cafeterias and coffee shop

x. Capability of displaying the maps on mobile devices (both iOS and Android.) System should be able to generate a scannable QR code to transfer search results on to the mobile device.

xi. Cloud based system

xii. Integration capabilities with Active Directory and Web services

xiii. Customizable reporting capabilities

xiv. Admin portal

xv. Integration with our in-house systems as a data source

xvi. Robust information security features to avoid phishing and or hacks.

xvii. Digital signage capabilities

Hardware Requirements

8. The kiosk hardware should have the following specifications.

a) Display screen

i. Large format displays with full touch screen capabilities

ii. LED backlight technology

iii. Body sensor technology

iv. Thin Depth screen

v. Bi-directional functionality to allow integration into systems.

vi. Full HD or UHD resolution with spectra view and antiglare

vii. Narrow bezel display

viii. Speed of response to touch 3-9ms

ix. Cursor speed 80-100ms

x. Display ratio 16:09

xi. 40" displays for the kiosk (8)

xii. 55" displays for the video wall (4)

b) Kiosk Stand

i. Metal casing

ii. 3mm Tempered glass

iii. Landscape stands

c) Control Panel

i. Branding and graphics customization capability

ii. HTML layout and style customization

iii. Wi-Fi or Ethernet interface USB 2.0 serial

iv. Digital video, photo and audio player

v. Output resolution of at least 1920x1080

vi. Power input AC 120/230v (50/60 Hz)

vii. Frequency 50/60 Hz

viii. Should be able to operate at min temp. 10°C Max 40°C and Humidity of 83%.

ix. A9 processor or Intel core i3 CPU @ 3GHz (min)

x.   Minimum RAM size of 4 GB DDR3
xi.   Minimum storage capacity of 128GB
xii.   Power consumption of approx. 180W
xiii.   Window 10 64bit or higher
xiv.   Graphics card: NVDIA GeForce GT-730M

Functional Requirements

9.   Touch enabled: The kiosk system should have LED full touch screen with a soft keyboard for users to easily navigate to whatever it is they are looking for.

10.   Information Display on Start Screen: Default kiosk screen will show the location of key offices as per statistical usage. It will also list names and numbers of key staff at Entebbe and any other informed deemed important to display for the start.

11.   Remotely operated: Should be remotely managed to update the information and allow remote support in case of downtime, integration with team viewer or other similar platforms. This will also enable the system to be upgraded in real time.

12.   Content Management Interface: Should be linked to the content management server to ensure the information provided is up to date. Should have an easy to use GUI to enable users update their content easily.

13.   Multiple language support: Should support at least two of the UN official languages.

14.   Easy to navigate: Navigation should be as easy to enable all users to find the information they seek even for users without prior knowledge of using such terminals.

15.   Inactivity: After 20 seconds of inactivity, kiosk screen should return to default/home screen so that a newly arriving user will not be confused.

16.   Telephone Directory: The Kiosk will be linked to the Unified Communications platform to provide access to the Staff directory and be able to perform calls from the Kiosk.

17.   Map and route Information: The Kiosk will have a digital 2D and 3D map view that users will navigate to get route directions to the desired offices. The system should also allow users to get these maps on their smartphones to allow them to follow the route easily. Integration with iOS and Android devices.

18.   Events: The Kiosk will provide a summary and detailed information regarding events happening in and around the Entebbe Support Base(ESB).

19.   Flights Schedule: The Internal UN Flight schedule and external flights schedule should be easily accessible and displayed on the video wall.

20.   Training Schedule: The training schedule should be displayed on the video wall. Daily schedules and weekly to Monthly schedules should be accessible via the Kiosk.

21.   Emergency Information/Tips: There should be a provision to display information alerts to users. These can be usage tips and communications to users from Management and security alerts in case of emergencies.

22.   Usability: When using a kiosk, it should take fewer than 2 minutes to become familiar with the system. Users should be able to navigate to the different components easily and immediately access what they are looking for. No special training will be provided for their use, so it is important that they are as intuitive as possible.

23.   Reliability
•   The kiosk must respond to 99% of user requests within 3 seconds of the request.
•   The information shown must be less than 5 minutes old 99.9% of the time.

• The kiosks must be available 99% of the time.
• The system may have a maximum four periods of planned downtime between 7.00 p.m. and 6.00 a.m. Entebbe time. These periods must take place on over the weekends (Saturday and Sunday)
• The system must support several users at the same time with time responses as low as 3 seconds for each request.

24. System Design: The digital signage system should enable UN staff, visitors and clients to easily find information they seek. The system should have several large flat screens displays to act as digital signage showing details for services like the RTCC training schedules, MOVCON flights, RSCE services and others.
• 4 Displays each being 55" to form a video wall in the visitor lobby area
• Video and Audio players

25. The information kiosk system should enable users find and locate information on offices hosted at the base, find staff and their contacts in the staff directory and should have 8 landscape kiosks (minimum of 40" displays)

26. Integration of the latest technology in the design of self-service information kiosks that will help users to easily find the information they are looking for from the terminal.

Architectural Goals / Objectives
27. Some requirements and functionalities may affect the way the kiosk system will work;
i. The system should ensure data protection of all information contained in the kiosk as defined by the UN.
ii. The system may have to collect data from existing applications including FSS, POINT, 0365 or any other as will be defined. The RSCE will provide an open API that the system will be able to connect through to pull and push information.
iii. The system should be able to address the current information security challenges.

Support and Warranty
28. The vendor must detail the support model of the system and hardware, giving all the relevant details necessary.

29. The warranty period expect should not be less than two (2) years.

30. RPO seeks Expressions of Interest (EOI) from experienced Suppliers that are duly registered and authorised to provide such goods.

31. Any contract(s) resulting from the solicitation shall be on a non-exclusive basis, with no minimum purchase volumes guaranteed.

32. Companies interested must demonstrate their capability and provide evidence that they have enough resources and capacity to meet the requirement.

33. Companies interested in supplying such equipment are invited to submit the Vendor Response Form below, clearly indicating the following:

a) Company's address, contact person, telephone numbers and e-mail;
b) Company's registration number (if already registered with the UN).

34. As you express interest in the planned solicitation by submitting the response form, please verify and ensure that your company is registered under its full legal name with the UN Secretariat on the United Nations Global Marketplace (www.ungm.org).

35. Note that companies that have previously submitted EOI for similar requirements with the UN must re-submit full documentation as detailed above.

36. Please note, this is not an invitation for submission of bid or proposals. Its purpose is to identify

companies that would be interested to participate in the solicitation when issued.

37.   The UNPD/RPO will examine the outcome of this request for EOI and will consider those companies that have expressed their interest providing the required information as to their ability to fulfill the UN's requirement.

38.   The UNPD/RPO reserves the right to change or cancel the requirement at any time during the EOI and/or solicitation process. Thus, submitting a reply to this REOI does not automatically guarantee that your company will be considered for receipt of the solicitation when issued. The tender and any subsequent commitment to contract will be issued in accordance with UN rules and regulations.

39.   The expressions of interest (EOI) is to be submitted by e-mail to: unesb-rpo@un.org no later than 20 December 2018 and clearly marked with the inscription "Supply and Installation of Information Kiosk System & Digital Signage in support of the UN Entebbe Support Base, Entebbe, Uganda ".

40.   EOIs not addressing the above criteria to the satisfaction of UNPD/RPO shall not be considered for the solicitation to bid, if and when issued. UNPD/RPO reserves the right in selecting the invitees for the solicitation and mere expressing an interest would not automatically warrant for solicitation document.

41.   Queries regarding this REOI should be directed to unesb-rpo@un.org.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

See above

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

Vendors interested in participating in the planned solicitation process should complete/submit the Vendor Response Form of this EOI either electronically (through the link available on the next page) or send it via fax or e-mail to REGIONAL PROCUREMENT OFFICE ENTEBBE (RPO) before the closing date set forth above.

VENDOR RESPONSE FORM

TO: Chief, Regional Procurement Office   **EOI Number:**   EOIRPO15822

Email: unesb-rpo@un.org

FAX:

FROM:

SUBJECT: Supply and Installation of Information Kiosk System & Digital Signage in support of the UN Entebbe Support Base, Entebbe Uganda

NOTICE
• Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
• As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the UN Secretariat.
• We strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You can express your interest to this REOI by filling out this form manually or electronically (recommended) at:
https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIRPO15822

*To be completed 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 *:	

Phone Number *:
Fax Number *:

Email Address *:
Company Website:

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

Signature   :_____   Date:_____

Name and Title   :_____

1) <u>Registering as a Vendor with the United Nations</u>

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (**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 of 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**. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

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) <u>EOI Process</u>

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to REGIONAL PROCUREMENT OFFICE ENTEBBE (RPO) by the closing date set forth in this EOI. *Due to the high volume of communications RPO 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 available at **https://www.un.org/Depts/ptd/eoi**.