

United Nations



Nations Unies

Procurement Division  
New York

## REQUEST FOR EXPRESSION OF INTEREST (EOI)

**Title of the EOI:**

Integrated Sale System Accessible via Web for Customers and Users of UNPA

**Date of this EOI:** 13 March 2019

**Closing Date for Receipt of EOI at PD:** 31 March 2019

**EOI Number:** EOICS1016150

**Address EOI response by fax or e-mail to the Attention of:** Claudia Salazar

**Fax Number:**

**E-mail Address:** claudia.salazar@un.org

**UNSPSC Code:** 80000000, 43230000

### DESCRIPTION OF REQUIREMENTS

The United Nations Postal Administration (UNPA) is the postal agency of the United Nations. It is the only organization in the world, which is neither a country nor a territory that is permitted to issue postage stamps. UNPA has 3 main offices in New York, Geneva and Vienna, and a liaison office in Beijing. It is the only postal authority that issues stamps in three different currencies, namely, United States dollars, Swiss franc and Euro. Its mandates are to disseminate information on the activities and achievements of the United Nations and its specialized agencies through the medium of postage stamps, as well as to generate revenue for the Organization. UNPA processes around 37,000 orders per year, which translate to a total sale figure of approximately US\$ 4.5 million annually. There are roughly 40,000 active customers and 30,000 SKUs.

Currently UNPA has a customized system called Mega-Stamp, which was developed as a specialized sale, inventory management and financial system for UNPA. UNPA also maintains a stand-alone website (unstamps.org) with online store for customers to browse, order and pay for UN stamps and related products. For counter sales system, UNPA uses a third-party software called ERPLY. As of November 2015, UNPA started to use SAP system for all purchases, inventory management, production and capturing of all human resources and other operational expenses. It also uses SAP to consolidate sales from various legacy systems mentioned above and use it for financial monitoring and reporting purposes. It is UNPA's objectives to replace the older Mega-Stamp, website and ERPLY systems with an integrated system accessible via web (i.e. web based system) that can be made to integrate with the SAP system.

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

This new integrated system shall have the following features:

- Maintain a complete database of all UNPA products, categories, material numbers, reference numbers, dimensions, various product sizes offered, purchase or production costs and retail prices
- Publish list of active products with relevant information for customers to shop via online store
- Collect and keep customers' basic, delivery, order history, credit allowance, account balance, payment, subscription order information, and important correspondences for order and payment processing, account balance management, and customer services
- Accept orders, apply discounts/commissions, calculate handling and shipping costs, sort and prioritize the orders into various batches/priorities for order processing and fulfilment, whether they are entered directly by UNPA customers via unstamps.org website or by UNPA staff via system terminals and Point-of-Sale (POS)
- Allow customers to manage their profiles online; obtain UNPA publications; view and print order history statement and invoices from the website; upload image files, customized certain information and texts, and generate visual of the personalised products; as well as submit orders for processing
- Match new product issue against customers' subscription profiles for generating and fulfilment of pre-subscribed orders
- Monitor and control customers' credits, generate invoices, create account receivables, process payments, manage customer account balances, and provide sales, aging and other financial reports
- Handle multiple currencies, particularly United States Dollar, Swiss franc, Euro and Chinese Yuan; as well as multiple languages for online store, specifically English, French, German, Italian, Spanish and Chinese
- Online store is available and easily navigate on mobile devices, with customers able to select UNPA products, upload image files, process their payments and submit their orders successfully through these devices; preferably with the use of mobile applications specifically developed for Android and Apple devices
- Ability to integrate directly with SAP system or generate files that have been converted into SAP required format for immediate and/or automatic upload

### **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 United Nations Procurement Division (UNPD) before the closing date set forth above.***

# VENDOR RESPONSE FORM

**TO:** Claudia Salazar  
**Email:** claudia.salazar@un.org  
**FAX:**  
**FROM:**

**EOI Number:** EOICS1016150

**SUBJECT:** Integrated Sale System Accessible via Web for Customers and Users of UNPA

## 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](http://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](http://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=EOICS1016150>

*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:**

**Country \*:**

**Telephone 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 : \_\_\_\_\_

## EOI 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 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) **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 available at <https://www.un.org/Depts/ptd/eoi>.