

United Nations



Nations Unies

Procurement Division
New York

REQUEST FOR EXPRESSION OF INTEREST (EOI)

Title of the EOI:

Enterprise Service Management Solution

Date of this EOI: 5 April 2019

Closing Date for Receipt of EOI at PD: 4 May 2019

EOI Number: EOIMI16232

Address EOI response by fax or e-mail to the Attention of: Mohammad Islam

Fax Number:

E-mail Address: islam17@un.org

UNSPSC Code: 84000000

DESCRIPTION OF REQUIREMENTS

Overview of the Fund:

1. The United Nations Joint Staff Pension Fund (UNJSPF) is a defined benefit fund, established by the General Assembly of the United Nations (UN) in 1948. The Fund is charged with providing retirement, death, disability and related benefits for the staff of the United Nations and other international inter-governmental organizations admitted to membership in the Fund.
2. The United Nations Secretary-General is responsible for the investment of the assets of the UNJSPF. The Secretary-General has delegated this responsibility to the Representative of the Secretary-General for the investment of the assets of the UNJSPF (RSG). The RSG is, in turn, assisted in this function by the Office of Investment Management (OIM) of the UNJSPF.
3. OIM manages a multi-asset class, global investment portfolio with a market value of approximately \$65 billion, about 85% of which is actively managed in-house. Please consult OIM's website at <https://oim.unjspf.org/> for additional information and a breakdown of the UNJSPF's assets.
4. The Operations and Information Systems Section provides IT Services to the Office of Investment Management (OIM). It is responsible for ensuring the security of the Fund's investments, enhancing business applications and information systems infrastructure, and supporting the front-to-back investment operation processes
5. OIM adopts Information Technology Infrastructure Library (ITIL) framework to manage service strategy, design, transition, operation and continual improvement. The Enterprise Service Management solution will support OIM by aligning IT services with business needs, improving service delivery and customer satisfaction, reducing cost and managing vendors, mitigating business risks and service disruption or failure, managing projects more efficiently, centralizing information security incidents and findings, as well as providing a stable service environment to support business change and growth.

Brief description of the requirements:

1. The Office of Investment Management (“OIM”) of the United Nations Joint Staff Pension Fund (“UNJSPF” or “the Fund”) is requesting proposals for Enterprise IT Service Management (ITSM) solutions. The main areas of interest are the following:

- Integrated Service Desk Management

Provide a platform for multi-channel support and self-service support, setting up a comprehensive IT knowledge base, setting up a comprehensive service level management, service catalog, service and incident workflow, manage incidents, problems, change management and request fulfilment process and integrating with Configuration Management Database (CMDB) and monitoring and reporting tools.

- Integrated Service Asset and Configuration Management

Provide capability for discovering, tracking and managing the service assets (infrastructure, applications, data, people, organization and IT knowledge) and managing Configuration Management Database (CMDB)

- Integrated Change Management

Provide a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services; provide customized workflows and a management tool for Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB) in compliance to the related ITIL or ISO standards.

- Integrated Information Security Management

Provide security analyst with visibility into the asset states and changes to CMDB, change records, reported incidents, and open problems; providing the ability to correlate and investigate operational issues with security incidents; Provide security analyst with a service topology, allowing them to assess the business services and their criticality; providing visibility into the complete life cycle of a vulnerability or security incident; Integrating with the organization’s existing security services, Nessus Professional Vulnerability scanning tool and ManageEngine or other SIEM tool for Security Information and Event Management, are required.

- Integrated Portfolio, Programme and Project Management:

Provide capability for PPP management (ability to group projects into programs and portfolios or create dependencies as well as team collaboration and documentation), resource management (capacity planning features to manage and optimize resource information and allocation), time management (scheduling capabilities for planning and tracking including GANTT and/or PERT charts), cost management (ability to manage and track budget and cost), as well as performance management with high level project tracking metrics in dashboards.

- Integrated Procurement, Vendor and Contract Management

Provide out-of-the-box and configured support for common, cross-industry processes such as conducting RFPs, centralized repository for vendor’s contracts, ability to manage purchase orders, ability to manage vendor’s invoices, and ability to create approval workflows with digital signatures.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

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: Mohammad Islam

EOI Number: EOIMI16232

Email: islam17@un.org

FAX:

FROM:

SUBJECT: Enterprise Service Management Solution

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=EOIMI16232>

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) 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 or 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>.