

**Mission Name**

Somalia

**REQUEST FOR EXPRESSION OF INTEREST (EOI)**

This notice is placed on behalf of UNSOS. 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 Mission Name using the fax number or e-mail address provided below.

**Title of the EOI:**

PROVISION OF A QUEUE MANAGEMENT SYSTEM TO UNSOS

**Date of this EOI:** 12 July 2019**Closing Date for Receipt of EOI:** 26 July 2019**EOI Number:** EOIUNSOS16533**Address EOI response by fax or e-mail to the Attention of:** Chief Procurement Officer**Fax Number:** N/A**E-mail Address:** imbuhila@un.org; unsoa-procurement@un.org**UNSPSC Code:** 43232300, 81112210**DESCRIPTION OF REQUIREMENTS**

The United Nations Support Office in Somalia (UNSOS) invites Expression of Interest (EOI) from competent and qualified companies for the Provision of a Queue Management System to UNSOS. This item will be delivered, installed, configured and training conducted on their operation in Mogadishu, Somalia. QMS is a service toolkit for managing and continuously improving service delivery to clients. It fine tunes the waiting area, creating an optimized experience for customers

The QMS should have capability to generate advanced reports such as:

1. Details of each ticket
2. Performance reports based on KPI's; should support granular reports i.e. hourly, daily and monthly
3. Custom reporting
4. Lifecycle report for different tickets
5. Reports on requested services and associated metadata associated with the service being reported
6. Reports on operators performance

Detailed requirements and specifications will be provided in the Tender document to be issued at a later date.

The successful Contractor will enter into a one-time purchase contract for the item.

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

Interested companies are invited to submit their EOI electronically via the link provided on the UNGM not later than 26 July 2019. Expressions of Interest not sent electronically using the UNGM link provided may not be considered for the solicitation.

This EOI does not constitute a solicitation. UNSOS reserves the right to change or cancel the requirements at any time during the EOI and/or solicitation process. Thus, submitting a reply to this EOI does not automatically guarantee that your firm will be considered for receipt of the solicitation documents when issued.

### **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 Mission Name (UNSOS) before the closing date set forth above.***

# VENDOR RESPONSE FORM

**TO:** Chief Procurement Officer **EOI Number:** EOIUNSOS16533  
**Email:** imbuhila@un.org; unsoa-procurement@un.org  
**FAX:** N/A  
**FROM:**  
**SUBJECT:** PROVISION OF A QUEUE MANAGEMENT SYSTEM TO UNSOS

## 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=EOIUNSOS16533>

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

## 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 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 Mission Name (UNSOs) by the closing date set forth in this EOI. *Due to the high volume of communications UNSOs 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>.