

United Nations



Nations Unies

Procurement Division  
New York

## REQUEST FOR EXPRESSION OF INTEREST (EOI)

**Title of the EOI:**

Remote Simultaneous Interpretation (RSI) Platform

**Date of this EOI:** 28 December 2020

**Closing Date for Receipt of EOI at PD:** 31 January 2021

**EOI Number:** EOIGM318029

**Address EOI response by fax or e-mail to the Attention of:** Grzegorz Mularczyk

**Fax Number:** n/a

**E-mail Address:** mularczyk@un.org

**UNSPSC Code:** 43190000, 43200000, 43220000

### DESCRIPTION OF REQUIREMENTS

At the Office of Information and Communications Technology (OICT) the Procurement Division (PD) is requesting Expressions of Interest (EOI) from qualified vendors for the provision of RSI platform services at the United Nations Headquarters in New York.

#### DESCRIPTION OF REQUIREMENT

The RSI Platform should provide the possibility for remote interpretation in six (6) official UN languages plus six (6) additional languages as required. The platform should cover the following working modes:

- 1) Dispersed mode requires interpreters working remotely.
- 2) Co-location mode, with interpreters working in booths at the UN premises using CMSI interpreting consoles.
- 3) Hybrid mode, when some interpreters work remotely and some from UN booths.

The RSI Platform shall provide for accessibility, including but not limited to sign language interpretation with PIP option, close/open captioning, integration with JAWS, NVDA and Voiceover speech to text and text to speech option.

The platform will require to be integrated into the United Nations on-premises Audio Visual systems.

The following requirements apply to remote simultaneous interpretation (RSI) platform providers in all three modes mentioned above.

#### SPECIFIC REQUIREMENTS

- 1) Technical requirements:
  - a) The Vendor shall demonstrate intention and efforts to comply with the ISO standards 20108 and 20109 and the ISO/PAS 24019 containing the parameters under which simultaneous interpreting. Ability to prove nearest possible compliance with ISO standards will be great recommendation for vendor.

- b) The platform shall provide for the confidentiality of, and full protection and privacy of, all data stored on devices used by the interpreters and all other participants.
  - c) Number of participants: maximum number of active participants higher than 300, maximum number of event viewers non-active participants higher than 1000.
  - d) User interface control shall provide for request to speak, activation of camera and microphone, and language selection always visible and accessible.
  - e) Clean feed with full screen picture of active speaker shall be available to be selected and outputted as video signal for recording and distribution.
  - f) Platform shall provide for floor, 6 official languages and up to 6 additional languages with the UN interpreters.
  - g) The Vendor shall be able to provide support for Integration with physical CMSI system
  - h) The platform shall have ability to encrypt traffic for access to the platform, traffic for web conference content, traffic for any data stored at the provider.
  - i) Ability of platform to be integrated with another collaborative tools used in UN is desirable (Webex, MS Teams, ...)
  - j) The Platform shall provide a timer (e.g. countdown timer) to show the time used by each speaker
  - k) Platform shall guarantee global availability, accessible from all countries, independently from potential sanctions or any other status that would potentially prevent a global availability/accessibility.
- 2) Required features and audio-video quality:
- a) Handover function: interpreters shall be able to handover the microphone without disrupting the delivery of interpretation.
  - b) Relay function: The platform must have a working relay switching outgoing channels smoothly in less than one second.
  - c) The platform shall include a communication function that allows for direct coordination between interpreters within the same booth and for direct communication with the technician.
  - d) The platform shall provide for the confidentiality of all communications as appropriate.
  - e) The meeting moderator (or equivalent) shall be able to mute the microphone of meeting participants in the platform user interface.
  - f) The platform shall allow for the smooth integration of acoustic shock and acoustic feedback protection devices
  - g) The platform shall perform with minimal delay/latency within the parameters defined in ISO 20108:2017 (max. 500ms).
  - h) Platform shall provide for grid of video feeds that can be shown on the screen at the same time, including selection of full screen video of current speaker.
  - i) Participants should be able to play out requested video/audio and presentation media files.
  - j) Platform Operator and/or participant should be able select how many video feeds will be shown at the screen and select a layout.

The full technical requirements and details will be provided within a formal solicitation document (Request for Proposal) to be issued at a later stage soon after the closing date for this EOI.

It is anticipated that a systems contract for the provision of the RSI services will be established for a period of three (3) years.

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

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**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:** Grzegorz Mularczyk

**EOI Number:** EOIGM318029

**Email:** mularczykg@un.org

**FAX:** n/a

**FROM:**

**SUBJECT:** Remote Simultaneous Interpretation (RSI) Platform

## 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=EOIGM318029>

*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 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>.