



United Nations Global Service Centre

Italy

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

This notice is placed on behalf of UNGSC. 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 United Nations Global Service Centre using the fax number or e-mail address provided below.

**Title of the EOI:**

One-time Contract for the provision of SYSTEMWIDE SPACE UTILIZATION STUDY AND SPACE OPTIMIZATION at The United Nations Global Service Centre (UNGSC), Brindisi - Italy.

**Date of this EOI:** 22 January 2021**Closing Date for Receipt of EOI:** 25 February 2021**EOI Number:** EOIUNGSC18102**Address EOI response by fax or e-mail to the Attention of:** Daniela Esposito**Fax Number:** N/A**E-mail Address:** unlb-procurement@un.org**UNSPSC Code:** 81000000, 81100000**DESCRIPTION OF REQUIREMENTS**

The United Nations Global Service Centre (UNGSC) seeks an appropriately qualified contractor to establish a one-time contract for the provision of services from a qualified professional consultancy firm to impartially evaluate allocation and utilization of spaces and infrastructures to identify ways to reduce real estate and facility occupancy costs while improving and enhancing workplace performance and employee productivity.

The objective is to receive offers that will be made bearing in mind the goal of reducing utilities and maintenance costs while optimizing space use. Space that is inefficiently configured or designed, poorly utilized, or in deteriorated condition will be identified.

Data will be analyzed and compared to metrics based on campus use and peer institutions to identify underutilized spaces. The UNGSC would also like to provide its employees with an appropriate mix of workspace alternatives that accommodate varying job functions and activities across the compound.

The result study shall comprise of four (4) main objectives: The expected actions and results are listed below.

1. Develop strategies to reduce the UNGSC's real estate footprint and occupancy costs.
  - a. Action: Conduct a space utilization study
  - b. Result: Identify densification opportunities and recommend new policies governing space actions

2. Identify the appropriate target utilization rate that reduces the UNGSC's overall footprint without compromising workplace effectiveness.
  - a. Action: Analyze the UNGSC's average space utilization and compare to industry standards, best practices and peer comparators
  - b. Result: Recommend adoption and policy enforcement of a new space utilization target range of 14.5 – 16 USM (Usable Square Meters)
3. Reduce unnecessary footprint and utilities costs (energy, water, etc.) related to real estate use.
  - a. Action: Create a programmatic planning and scenario analysis tool that incorporates recommended collaboration and support space standards and facilitates the UNGSC's ability to customize programs and spaces according to their specific need
  - b. Result: Recommend an implementation framework supporting business case development and justification of space requirements.
4. Situate space as a tool to improve user satisfaction and operational activities.
  - a. Action: Conduct a benchmarking study comparing the UNGSC's space standards, policies and practices to public and private sector peers.
  - b. Result: Identify workplace improvement opportunities that will enhance productivity, improve employees' satisfaction with space and the UNGSC's ability to attract and retain talent. Recommend workplace standards that support new ways of working that will improve individual and team productivity. The goal of the Request for Information is to receive recommendations on the specific guidelines required on what to include in the future tender for the complete professional service.

In the past years, UNGSC has made significant progress to more effectively utilize and manage space.

Some specific developments include:

- UNGSC's Campus Support (CS) maintains a robust space management relational database management system (FRIM) that includes the amount, type, capacity and assignment of each room. The database includes fields for occupant name, indirect cost recovery categories of use, room features, offices seat type, HVAC equipment, refurbishment and maintenance costs.
- The UNGSC Space Allocation and Facilities Review Committee (SAFRC) reviews all workspace requests, facilities maintenance or refurbishments that are due and proposed new projects which are outside the authority of the Chief Campus Support.
- Guidelines for Office Space Allocation at UNGSC establishes principles and delineates guidelines for assignment of office space. Campus Support applies these guidelines when assessing utilization of office space, developing what-if scenarios, planning for new facilities and designing new or renovated buildings (Standard Office Space Based On Capital Master Plan Standards For United Nations Common Premises, United Nations Engineering Support Manual, United Nations Office Space Planning Guidelines).
- UNGSC's Campus Support, SGITT (Service for Geospatial, Information and Telecommunications Technologies), and Environmental Unit are partnering to advance data analytics by leveraging space and campus activity data, including staffing and research expenditures.

Since the inception of the UNGSC Space Allocation and Facilities Review Committee (SAFRC), Senior Management has become more aware of the pressures placed upon the campus's space. By means of periodical surveys, the UNGSC community reported that the space management guidelines and policy combined with increased use of data analytics has resulted in greater transparency and confidence that decision-making is not arbitrary.

There is recognition that more can be done to overcome remaining barriers to maximize space utilization and ensure that space is strategically allocated to align with strategic plan goals and priorities.

Campus Support considers it critical to better understand current dynamics and find ways to optimize and enhance use of existing infrastructure space to support UNGSC's operations and promote target KPIs.

The amount of physical space required for each Service varies widely depending upon the operational activity's reliance upon specialized equipment and physical materials.

#### Current UNGSC space allocation break-down

Type	No. of Rooms	Sqm.
Archive	5	243.48
Boiler	22	215.76
Cafeteria	6	778.6
Conference	26	1,220.70
Corridor	43	1,568.27
Entrance	15	391.06
Gym	5	503.28
Hallway	20	505.32
Internet	1	81
Kitchen	23	338.57
Office	352	10,144.70
Paint Booth	4	335.69
Restroom	14	202.73
Sauna	1	15
Seminary	5	305
Server	18	696.25
Stairs	10	272
Storage	41	3,307.43
Technical	39	1,048.62
Toilet	138	1,352.45
Training	4	233
Warehouse	10	21,645.80
Workshop	28	12,847.80
Totals	830	58,252.51

The Vendor shall assess current practices, policies, and procedures regarding the current allocation of space, identify opportunities for improvement, and make recommendations for realizing opportunities to ensure the most optimized and efficient use of space in order to reduce recurring utilities and maintenance costs.

The Vendor shall recommend specific goals for various space uses:

- a) Conference and Learning Centre (UNGSC Training Hub)
- b) Workshops, warehouses, and storages
- c) Data center, server rooms, and technical room
- d) Offices and Administrative Support
- e) Staff Welfare facilities

The services to be performed regarding the above areas shall roughly consist of the following actions for each indicated space:

1. Gather raw data regarding the allocation, services, condition, utilities consumption, size and location of training spaces. UNGSC shall provide most of the raw data, but additional data shall be retrieved from interviews.
2. Conduct a comprehensive assessment of training space utilization data by at a minimum time of day, day of week, seat occupancy and course size vs actual enrollment.

3. Interview Staff of the Conference and Learning Centre as a group.
4. Interview approximately ten (10) designated individuals which may include representatives of the three Services and the Office of the Director.
5. Provide an overview of leading practices in scheduling policies, standard definitions and scheduling strategies.
6. Provide an overview of various means and methods of optimizing utilization of training space.
7. Make specific recommendations for improvement suitable for the UNGSC Conference and Learning Centre. At a minimum, the recommendations should address the following questions:
  - a. Should more space be centrally scheduled?
  - b. Is there space that is inefficiently configured that a minor renovation project would allow for better utilization of space?
  - c. Is there space that is inefficient for classroom or training labs, or warehouse/workshop, or data centers, server rooms, and technical room spaces that with a small renovation effort could be more productive?
  - d. Can space be optimized so to achieve savings on utilities and maintenance costs?

The Vendor shall provide a space optimization analysis report for each space type. The report must include sections that summarize the data collection process, study methods, analysis, results and conclusions. At a minimum, the space optimization report shall include:

1. A concise executive summary
2. Clearly stated and communicated goals and objectives
3. Summaries by Services, Sections, Units and Cells as applicable to the space type
4. Clear and accurate graphics and presentations that communicate the methods and outcomes
5. Analysis and recommendations of other standards, comparisons and recommendations
6. Appendices that include relevant detailed information that supports the conclusions of the report.

The full technical requirements and administrative instructions will be provided with a solicitation document to be issued at a later stage after the closing date for this EOI.

\*\*\*IMPORTANT NOTE: The tender documents will be sent via e-tendering platform only to the email address(-es) registered in companies' UNGM account. Therefore, companies are requested to verify the validity of the contact email address(-es) associated with their UNGM account at [www.ungm.org](http://www.ungm.org) so as to ensure delivery of the notifications and access to tendering documents.\*\*\*

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

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

Level 1 registration with UNGM will be required at the Contract signature stage.

#### 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 Global Service Centre (UNGSC) before the closing date set forth above.***

# VENDOR RESPONSE FORM

**TO:** Daniela Esposito  
**Email:** unlb-procurement@un.org  
**FAX:** N/A  
**FROM:**

**EOI Number:** EOIUNGSC18102

**SUBJECT:** One-time Contract for the provision of SYSTEMWIDE SPACE UTILIZATION STUDY AND SPACE OPTIMIZATION at The United Nations Global Service Centre (UNGSC), Brindisi - Italy.

## 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=EOIUNGSC18102>

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 United Nations Global Service Centre (UNGSC) by the closing date set forth in this EOI. *Due to the high volume of communications UNGSC 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>.