REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNPD. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Procurement Division . You are therefore requested to direct all queries regarding this EOI to United Nations Procurement Division using the fax number or e-mail address provided below.

Title of the EOI:
Enterprise Innovation & Crowdsourcing Management Software

Date of this EOI: 6 December 2021   **Closing Date for Receipt of EOI:** 6 January 2022

EOI Number: EOIUNPD19205

Beneficiary Country/Territory: Global

Commodity/Service category: Enterprise Platform

Address EOI response by fax or e-mail to the Attention of: Filloreta Mengri

Fax Number:

E-mail Address: mengri@un.org

UNSPSC Code:
43230000,43231500,43231517,43231507,43232107,43232200,81111500,81111508,81112103,81112105,81112106,81112500,81161801

DESCRIPTION OF REQUIREMENTS

Introduction & Background

The United Nations (UN) seeks an off-the-shelf, cloud-based, software-as-a-service open innovation & crowdsourcing platform allowing the UN to focus on engaging with people inside the UN and outside including with the general public, academia, civil society, governments and other institutions.

The platform will be used to support the operation of the UN's innovation and crowdsourcing platforms such as Unite Ideas https://ideas.unite.un.org (Public innovation) and Unite Spark https://spark.unite.un.org (Internal institutional innovation by UN personnel) to engage UN personnel and the general public and civil-society worldwide towards solving issues affecting people and the environment in our planet. These platforms attract motivated people and organizations worldwide who volunteer to achieve the Sustainable Development Goals.

The platform should be configurable to respond the requirements of the UN but shall not require any custom programming or development.

The software platform should support various aspects of a corporate innovation programme. From encouraging the generation, evaluation, and selection of ideas, to managing the process of taking ideas through to final realization. The system targets users including internal employee constituencies (large and small groups), and external ones (general-public) through communities, open innovation, and crowdsourcing. The software should include facilitation of workgroups, ideation and brainstorming workshops, events (e.g. hackathons, pitch sessions, dragon's-dens), challenges and continuous engagement with these communities through mailing lists, messaging, and notifications. The software should include mechanisms for capturing and aggregating the outcomes of these forms of engagement, for sifting, filtering, organizing and systematically evaluating solutions, assessing the risks, rewards, costs, and benefits of different proposals, and for verifying alignment of these with business priorities and goals.

It is expected that the platform would be accessed by all UN system personnel globally using their enterprise login accounts and by an unlimited number of general public users browsing public content (unregistered), and who might self-create user accounts for interacting with the platform.

Vendors expressing interest should note that this Request for Expression of Interest (REOI) serves as pre-qualification of the companies that will be invited to participate in the tender process. Interested vendors will be invited to the tender at later stage and the detailed requirements will be further specified..

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Requirements

The requirements below will be considered:

Service model & level:
The solution shall be an off-the-shelf, software-as-a-service platform.
The platform shall be configurable to respond the requirements of the United Nations but shall not require any custom programming or development.
The service provider shall provide helpdesk and configuration support, as well as self-training and comprehensive online help materials and documentation (user guides, videos, tutorials, etc.) for administrators and users.
The platform shall be "Available" (users are able to login and perform all functions of the platform) to the users 99.5% of the time excluding "Scheduled downtime". Scheduled downtime may occur for less than an

hour per quarter.

Technical and personal data requirements:

The vendor shall provide written documentation indicating that the platform is compliant with the cybersecurity controls in document: UN.2.8b Information Security Controls Level 2
The vendor shall provide 3rd party penetration testing reports from reputable independent cybersecurity auditors. The testing must not be more than 1 year old and must be conducted annually at a minimum.
The vendor shall provide a written disaster recovery and business continuity plan.
The vendor shall provide written system architecture and general technical documentation for the platform, including diagrams and software components.
The vendor shall provide documentation indicating compliance with Web Content Accessibility Guidelines (WCAG) 2.0.
The vendor shall provide one platform instance for development or stagging and one platform instance for production.
Global access: the vendor shall not restrict user access to the platform from any location worldwide (including for example from Syria, Sudan, North Korea, Iran, and other UN Member States).
The vendor shall provide written documentation indicating that the platform adheres to the UN system Principles on Personal Data Protection and Privacy.
For this evaluation, the vendor shall provide to the UN test accounts for a demonstration platform displaying all the required features.
Testing: Prior to awarding a contract, the UN might conduct cybersecurity, penetration, and accessibility tests on the demonstration platform.

Functional requirements:

Community and Challenge management – The solution shall support the running of unlimited challenges in different communities. The membership to this communities shall be configured by the administrator (communities may be open to the general-public, pre-defined teams, selected individuals). A campaign or challenge is a specific call for ideas against a specific focus area or topic. A community is an independent space in the platform which might contain challenges and a specific user group. Communities will be leveraged to provide branded space and delegated management to UN entities (Organizations, Departments, Offices, etc.).

Multi-communities, multi-challenges – The platform shall support multiple communities (internal, external, and mixed) under a single platform, enabling running challenges and co-creation activities with external partners, general-public, as well as closed challenges or communities for only UN System personnel.

Customizable Branding – The solutions shall support creating a brand for the main landing pages, as well as different brands and landing pages or each challenge and community. For example, different brandings for different UN Organizations, Departments, countries, or regions.

Flexible & Configurable Workflows – The solution shall allow building customizable innovation processes for each given challenge and community. Ranging from a simple process for idea capture, evaluation, and selection, to complex workflows having multiple stages. This shall be configurable without any programming by the site administrator.

Evaluation and Workflow Tools – The tools shall enable the administrators to configure workflows to capture, build, evaluate, refine, and select ideas. These features shall be available:
Customizable idea submission forms. Capture ideas with custom forms that start with a standard format and include a wide variety of configurable fields (date, email, text, image, attachment, multiple choice, etc.) for customization per challenge.

Define evaluation criteria on a challenge-by-challenge basis
Accept quantitative or qualitative evaluation criteria and can assign quantitative weight per criteria.
Accept evaluation criteria from various entities including crowd evaluation, voting, likes, dislikes, star ratings, ranking of ideas, pairwise (Condorcet) voting.
Establish private review committees to allow for closed door evaluation and discussion of the ideas by defined groups.
Establish judging and expert panels.
Routing ideas based on categories or other criteria to different groups within the organization, to ensure the right ideas are being seen and evaluated by the most relevant people/teams.
Configure ideas workflows for automated progression (graduation) based on activity and/or time to reduce manual tasks. For example, number of views, votes, comments, review scores, number of evaluations completed.
Task management capability to provide auto-generated task reminders to evaluators to ensure ideas are evaluated in a timely manner.
Automated scoring computations based on averages and weights per criteria.

Social tools to drive engagement and collaboration, shall include in addition to the above:
Comment on ideas and challenges.
Ideas permissions per challenge stages: view, edited, add new content, additional forms can be attached to gather more information at each stage of the workflow.
Team formation: support and encourage teams to form around ideas.
Community membership: allow user to become member of a community.
Sharing and notifications: share to individuals, groups, or everyone.
Follow challenges, ideas, conversations, or content to stay engaged with relevant activity. Accept @mentions on comments to engage specific members of the community and encourage participation from other members.
Feedback and notifications – messaging system within the platform, email and push notifications for relevant platform activity including idea activity and progression. Instant notifications and daily summaries providing personalized notifications for followed challenges and ideas and assigned tasks. Periodic (e.g. weekly) digest of platform-wide activity to keep users informed. Task reminders to encourage the timely completion of tasks (i.e. ideas to evaluate or update).
Email message customization using templates per challenge and community.
Gamification – Assign points and badges based on activities in the platform, such as: submitting ideas, commenting, voting, evaluating. Define activity levels required to achieve defined recognition or rewards.
Surveys: allow administrators to issue online survey forms to collect data from members and the public.

Analytics & Data: Ability to analyze, report and visualize what is happening in the platform for reporting, tracking and engagement purposes. Visualize community and challenge activity.
Analyze data platform-wide to identify general trends or for specific challenges and communities to measure specific outcomes. View leaderboards to track key innovators and contributors in communities and trends in challenges and ideas. Export (downloadable) platform data to further analyze the data.
Personalize data reports – Embed analytics in different areas of the platform. Determine permission levels for different data to encourage transparency while maintaining necessary control for public and closed communities and challenges.
Usage analytics are possible using in-build statistics as well as data analytics tools such as Google analytics.
Safeguards for personal data. Enabling users and administrators to select which personal (profile) data can be shared with other users or through an API.

Integrations
Authenticated API (application programming interface)– authenticated access to extract and enter data machine-to-machine to the platform, as well as to extract data for analytics tools or integration with other 3rd

party tools.

Authentication
User authentication using Single-Sign-On authentication based on (one or various) directories (e.g. LDAP enterprise directories, Microsoft Azure Active Directory).
Authentication of general-pubic users using locally created accounts as well as through 3rd party oAuth standard providers (e.g. Google, LinkedIn, Facebook, Twitter, etc.)
Industry standard login and password creation/recovery.
Rules-based access to different levels of information and system functions based on role and permissions.

Mobile:
The platform and its communities and challenges should be compatible with mobile devices
The platform should offer companion mobile apps providing the main functionality to end-users (At least Android and iOS).

Multilingualism: Multiple Language Support in at least the 6 UN's official languages: English, French, Russian, Spanish, Chinese and Arabic for the user interface. In addition, the platform will hold content on other languages including translated content which should co-exist wth the original language. Please also specify languages other than these official languages supported by your tool.

Search features enabling users to easily locate specific content in the platform by various criteria, including comprehensive full-text search.

User Roles Mapping
The platform shall provide at least the roles below:
Super Administrator: All actions in the platform
Community (department) Administrator: All actions pertaining just the designated community in the platform
Challenge administrator: All actions pertaining just the designated challenge within a community (department).
Challenge owner: Create and edits a challenge
Challenge moderator: Manage ideas (timelines, graduation, changing phases, stages)
Expert: Create expert reviews per challenge or topic
Authenticated user: Able to post ideas, comments, votes, etc.
Anonymous user: Able to view public content designated by the challenge owner
It shall be possible to create additional roles with configurable permissions.

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 submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.

VENDOR RESPONSE

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**.

- While companies can participate in solicitations after completion of registration at Basic Level, 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 should express your interest to this EOI electronically at:
https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNPD19205

In case you have difficulties submitting your interest electronically, please contact mengri@un.org directly for 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 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 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.