



## Procurement Division

## 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 Procurement Division. You are therefore requested to direct all queries regarding this EOI to Procurement Division using the fax number or e-mail address provided below.

**Title of the EOI:**

Expression of Interest to provide the Audio/Sound Engineering and Consulting services for assisting UNHQ with a study of key sound parameters related to the use of platforms supporting virtual/remote participation and interaction

**Date of this EOI:** 18 January 2022

**Closing Date for Receipt of EOI:** 2 February 2022

**EOI Number:** EOIUNPD19302

**Beneficiary Country/Territory:** United States of America

**Commodity/Service category:** Professional Services

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

**Fax Number:**

**E-mail Address:** islam17@un.org

**UNSPSC Code:** 43200000,43220000

### DESCRIPTION OF REQUIREMENTS

#### Background

Remote simultaneous interpretation (RSI) is a new way of working that has introduced hazards that were not significant prior to the current COVID-19 pandemic, and which are causing or have the potential to cause illness or injury in interpreters. In order to properly address a potential hazard, the UNHQ is initiating the study with expected deliverables listed, but not limited to:

- Establish verifiable data on sound quality by contracting a sound engineering firm to measure key sound parameters.
- From this data establish minimum standards for equipment to be used by participants.
- Establish minimum behavioral standards for use of RSI by participants.
- Recommendation of noise limiting headphones with a maximum sound pressure of 91dBA or as applicable – specification to be measured and verified by a certified laboratory.
- Other quantifiable



This project will take approach of Consultant design methodology, followed by the UN solicitation process for Sound Engineering Firm (equipped with measuring facilities) to perform tests and provide report with the Consultant overseeing and verifying on the UN behalf.

## Consultant SOW

The work involved in three phases is fully discussed below.

Phase 1: The following activities shall be undertaken:

Carry Out User Needs Analysis with Client and Stake Holders:

Two meetings with DGACM, OSH and OICT representatives and review of available documentation.

Provide the recommendation for headphones:

Consultant shall provide the recommendation headphones/microphones. Headphones shall be with unswitchable automatic noise limiting of all sound pressures over the NIOSH Permissible Exposure Limit (PEL) of 91dBA or as applicable, achieving maximum personal comfort, seal well against external noise, have active noise cancelling to reduce external ambient noise. This recommendation shall be supported with documented market research. Additional requirements may be provided during the user needs analysis.

Develop a test and measurement methodology:

Consultant shall develop methodology for testing, documenting, and generating required deliverables for all virtual platforms interfacing with interpretation that are currently used by the UN, including the integration with the physical conference rooms infrastructure. The test and measurements shall address sound quality across RSI platform and determine end-to-end signal to noise ratio, frequency response, signal linearity in the voice range, and total harmonic distortion. This includes all components from likely sources (such as a participant's laptop or other connecting device) through the switching devices and software, and finally to a receiving device or booth equipment on interpreters' end. Only the report based on measuring this, that it can be effectively acted upon shall be acceptable. Opinion alone, whilst potentially correct, is insufficient. The Consultant shall recommend all other quantifiable characteristics affecting the sound quality.

Develop an Overall Budget:

Consultant shall develop an overall budget for the project.

Develop a Complete Project Schedule:

Consultant shall develop a project schedule indicating the necessary milestones and activities involved in the project.

It is intended that the schedule will serve as a reference for ongoing activities of the project.

Phase 2: The following activities shall be undertaken:

Prepare SOW for the Sound Engineering and Lab Facility Vendor:

At the conclusion of Phase 1, Consultant shall proceed with the preparation of statement of work as part of the request for proposal documentation for the Sound Engineering Firm, including, but not limited to, required expertise and capacities, methodology, detailed deliverables, format of reports and assistance in report interpretation. The document shall be structured in such a way that the industry may, in general, provide its most competitive pricing for products and services which are desired by UN. The SOW must include the detailed and clear evaluation criteria. A list of appropriate vendors shall be identified.

Evaluate Responses to RFP:



When the responses to the RFP are received, Consultant shall assist the UN to technically evaluate them in detail to determine the list of desirable bids for UN's final evaluation. Consultant shall prepare a spreadsheet indicating vendors' compliance to the requirements of the ISO standards for remote interpretation

Phase 3: The following tasks shall be carried out:

**Monitor Delivery:**

Consultant shall monitor the performance of suppliers with respect to deliveries.

Consultant shall review the contractor's performance with respect to the approved methodology and report any deficiencies to ensure a quality product completed on schedule.

Consultant shall resolve the technical issues which arise during the testing, measurement and analyzing process; and report any deficiencies to ensure a quality product completed on schedule.

**Commission deliverables and final report:**

Consultant shall review deliverable, present finding to the UN and recommend its acceptance.

**Develop standard:**

Following the engineering report, Consultant shall provide minimum standards for RSI equipment and working environment related to a sound quality for both participants and interpreters without which interpretation interface with virtual participation should not be practiced.

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

- At least 5 years of experience with audio/sound analysis, quality control/measurements of audio over IP, video/audio conferencing systems, acoustics, and sound systems
- Extensive knowledge of relevant industry standards (ISO, IEEE, etc.)
- Demonstrate at least two other projects of similar scope successfully completed
- Three references from previous clients/employers/projects
- Full CV for key personal that will be assigned to this project (Minimum B.Sc. degree and above experience required)

**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](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**.
- 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=EOIUNPD19302>

**In case you have difficulties submitting your interest electronically, please contact [islam17@un.org](mailto:islam17@un.org) directly for instructions.**



## 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 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>.

