



United Nations Global Service Centre

REQUEST FOR EXPRESSION OF INTEREST (EOI)

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

Title of the EOI:

Provision of VoIP access to PSTN via SIP trunk at UNGSC

Date of this EOI: 22 December 2023**Closing Date for Receipt of EOI:** 28 January 2024**EOI Number:** EOIUNGSC22217**Beneficiary Country/Territory:** Italy; Spain**Commodity/Service category:** Communication Services**Address EOI response by fax or e-mail to the Attention of:** Clorinda Gigante**Fax Number:** n/a**E-mail Address:** unlb-procurement@un.org**UNSPSC Code:**

83111500 - Local and long distance telephone communications



DESCRIPTION OF REQUIREMENTS

The United Nations Global Service Centre (UNGSC) is a HUB site that provides centralized Telecommunications and Information Technology Services to the UN Peacekeeping Missions and UN Agencies, Funds and Programmes worldwide. The HUB site has two locations, i.e. United Nations Global Service Centre, Brindisi (Italy) and United Nations Information and Communication Technology Facility, Valencia (Spain).

Among the services offered, UNGSC acts as a voice gateway for access to the Public Switched Telephone Network (PSTN).

In this respect, UNGSC has a requirement to establish a new contract for the provision of SIP Trunk connection to the Public Switched Telephone Network (PSTN) at both HUB locations in Brindisi and Valencia.

The service shall include the provision and physical installation of border elements at the edge network of UNGSC. Particularly, the primary connection to the SIP-based VoIP phone service must be provided through SIP trunks over dedicated leased lines for voice-only traffic and termination at both UNGSC sites. As the new contract will ensure the continuity of the existing service, the number portability of existing DID ranges in Italy (+39) and Spain (+34) is required, with provision for future scalability.

The leased lines' capacity has to be sized in order to support an estimated traffic of no less than 1000 simultaneous g711-codec calls. The UN-Missions generates calls to the most diverse international destinations; therefore, potential bidders must have the capability to serve this traffic pattern. The successful provider must offer a tailor-made turnkey system (e.g. hardware, software, connectivity, support, etc.) incorporating the following:

- The capability of providing Voice Services over two independent and separate means of transportation to the point of termination of each UNGSC location (UNICTF, Valencia and UNGSC, Brindisi);
- A redundant platform that ensures high performance and reliability with multiple gateways across their own network to eliminate any single point of failure.
- Number portability of existing and future scalability of DID ranges in Italy (+39) and Spain (+34)

The contract will have an initial duration of three (3) years from the date of the link activation, with the option to be extended for two (2) additional periods of 1-year each, for a maximum contract period of five (5) years.

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

***IMPORTANT NOTE: Companies are requested to verify the validity of the contact email address(-es) associated with their UNGM account at www.ungm.org to ensure the correct delivery of the tender 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 2 registration with UNGM will be required at the Contract signature stage.

The Vendor applying for this EOI must be registered with the UN Secretariat through the United Nations Global Marketplace (UNGM) at the appropriate Level of Registration in order to be considered for award.

The non-EU companies participating in the tenders for UNGSC requirements with services/goods delivery to Brindisi, Italy and Spain shall be duly registered and/or in possession of all the requisite documentation, certificates and permits as required to do business in the member countries of the European Union. Pertinent requirements may be further stipulated in the tender documentation.

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.
- Companies are reminded of the restrictions of employment of former UN personnel that were involved in the procurement process during their last three years of service as per ST/SGB/2006/15, including (a) employing those personnel for one year after separation of service and (b) allowing those personnel to communicate with, or appear before, active UN personnel for matters related to the procurement process for two years after separation of service. Violation of the provisions of ST/SGB/2006/15 may lead to suspension of the registration of the company as a UN vendor.

PLEASE NOTE: You should express your interest to this EOI electronically at:

<https://www.ungm.org/Public/Notice/223200>

In case you have difficulties submitting your interest electronically, please contact unlb-procurement@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) 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/securitycouncil/content/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>.

