



## United Nations 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 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:**

Microsoft Unified Support

**Date of this EOI:** 22 January 2024**Closing Date for Receipt of EOI:** 19 February 2024**EOI Number:** EOIUNPD22276**Beneficiary Country/Territory:** Global**Commodity/Service category:** ICT Professional Services**Address EOI response by fax or e-mail to the Attention of:** Akku.Sansyzbayeva-Saha@Un.Org**Fax Number:** N/A**E-mail Address:** akku.sansyzbayeva-saha@un.org**UNSPSC Code:**

43000000 - Information Technology Broadcasting and Telecommunications

43230000 - Software

81111811 - Technical support or help desk services

43231500 - Business function specific software

43231517 - Procedure management software

43232200 - Content management software

43232605 - Analytical or scientific software

80111608 - Temporary information technology software developers



## DESCRIPTION OF REQUIREMENTS

The United Nations Office of Information and Communications Technology (UN OICT) is seeking ICT professional services for supporting problem resolution, incident resolution, and accelerate assessments for improved deployments of various cloud and on-premise Microsoft products formerly known as Microsoft Premier Support.

UN OICT operates the UN Microsoft tenant (un.org) with approximately 65,000 users in various geographical locations, two Enterprise Data Centers (located in Europe), six smaller data centers (two data centers in New York, USA, four data centers in Europe).

The objective is to ensure efficient and effective utilization of the Microsoft technology stack, both on-premises and in the cloud, to support the operations of the United Nations Secretariat.

## SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

### Scope of Services

The Selected vendor will be responsible for providing support services for the following Microsoft products:

#### Microsoft 365, including:

- SharePoint Online
- MS Teams as well as Telephony & Comms
- Exchange Online
- M365 Administration
- Microsoft Office Suite (Enterprise Apps)
- Intune / Endpoint Manager
- Enhanced Identity Security: Configuring AAD P2 features to protect our tenant
- M365 E5 Security bundle including: Microsoft Enterprise Mobility (EM) + Security EM + S & Advance

#### Threat Protection Suite

- Power BI
- Power Apps
- Support implementation of Intune and defender for Endpoint to provide Modern Device

#### Management

- Support the implementation of compliance features to allow the UN to meet compliance requirements and security controls across the tenant.

Support the deployment of new solutions or modified solutions which Microsoft might replace during the contract period.

#### On-premises:

- Windows Server OS
- Windows Desktop
- Active Directory
- SQL Server
- Microsoft Endpoint Configuration Manager (MECM)
- Manage security of resources and workloads in the cloud and on-prem

#### Azure Services:

- Azure Active Directory
- Azure IaaS



- Azure PaaS
- Optimized operation and Communications

specific service requirements

The vendor shall fulfill the following service requirements:

A. Problem Resolution:

- Provide assistance in resolving issues encountered while using and likely caused by Microsoft products.
- Deliver timely and accurate solutions to problems, ensuring minimal disruption to operations.
- Coordinate with any other vendors, if necessary, to resolve Microsoft support issues
- Escalation management and expedited escalation process within United Nations Secretariat
- Escalation (functional and hierarchical) to Microsoft and coordination of escalation when needed

B. Incident Resolution:

- Respond to incident requests within agreed Service Level Agreements (SLAs).
- 24x7x365 access to qualified support engineers. 60% of incident tickets will be opened in the region of Europe and 40% of incident tickets will be opened in the region of United States.
- Prioritize incidents based on their impact and urgency (see service level requirements below)
- Coordinate with any other vendors, if necessary, to resolve Microsoft support issues.
- Escalation management and expedited escalation process within United Nations Secretariat
- Escalation (functional and hierarchical) to Microsoft and coordination of escalation when needed

C. Proactive Support Assistance:

- Offer proactive support and guidance to optimize the utilization of Microsoft products.
- Provide recommendations and best practices for efficient operations.
- United Nations Secretariat requires the vendor to provide with expert advice on different technologies in scope. This includes support assistance for proactive Microsoft-related projects, rollouts, diagnostic checks, and security reviews.

D. Language and Communication:

- Provide support services in English.
- Demonstrate proficiency in English language skills, both written and spoken.

E. Service Request Management:

- Collect, track, and manage service requests and tickets.
- Maintain a transparent and effective system for ticket management and reporting.

F. Escalation Management:

- Establish an expedited escalation process within the United Nations Secretariat for critical incidents, including a dedicated Technical Account Manager (TAM)
- Handle functional and hierarchical escalations to Microsoft when required.
- Coordinate and communicate escalations effectively to ensure timely resolutions.
- Service Delivery Management – including quarterly service reviews
- Reactive Management Act as an escalation point for critical service incidents.
- Provide comprehensive account management and reporting.

Consulting services related to Microsoft technologies such as:

- Technology Roadmap Briefing Workshops
- Advisory Workshops (Compliance Score, Secure Score, new features)
- Cloud infrastructure assessment



- General consulting services

Consulting services will be performed following various time zone and could be either on site or off site (UN Secretariat operations are in New York, Valencia, Brindisi, Geneva and Vienna). Supplier must quote both prices (on and off site) and for all locations mentioned above.

Requested service level requirements are described below:

LEVEL1- Initial response time 30 minutes, 24x7x365 support services

In a production environment:

- Catastrophic business impact.
- Complete loss of a core business process and work cannot reasonably continue.
- Needs immediate attention.

LEVEL 2 - Initial response time 2 hours, 24x7x365 support services

In a production environment:

- Critical business impact.
- Significant loss or degradation of Services.
- Needs attention within 2 hours.

LEVEL 3 - Initial response time 4 hours, business hours local time

Moderate business impact:

- Moderate loss or degradation of Services, but work can reasonably continue in an impaired manner.
- Needs attention within 4 hours.

LEVEL 4 - Initial response time 8 hours, business hours local time

Minimum business impact:

- Substantially functioning with minor or no impediments of Services.
- Needs attention within 8 hours

United Nations Secretariat expects at least 80% of raised incidents and problems to be resolved by the vendor within given time before they are escalated to Microsoft.

Escalation SLAs to Microsoft:

It is expected that the supplier is an active Microsoft Partner Network (MPN), this contract will enable the escalation to support ticket to Microsoft support as required and follow the SLA defined in the table below:

Level 1 - CriticalSystem Down - 4 hours

Level 2 - Critical System Degraded - 20 hours

Level 3 - Moderate Business Impact - 2 business days

Level 4 - Minor Business Impact - 7 days

SLA's compliance review:

The compliance against agreed SLAs will be reviewed monthly and per location. The supplier should propose a mechanism to compensate United Nations Secretariat in case SLAs are not met.

## 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>



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***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.
- 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](http://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/224615>

**In case you have difficulties submitting your interest electronically, please contact [akku.sansybayeva-saha@un.org](mailto:akku.sansybayeva-saha@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/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 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>.

