



United Nations Office at Geneva

REQUEST FOR EXPRESSION OF INTEREST (EOI)

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

Title of the EOI:

Provision of Maintenance Services for the UNOG Unified Communications and Collaboration Infrastructure for The United Nations Office at Geneva (UNOG)

Fourniture de services de maintenance pour l'infrastructure de communications unifiées et de collaboration de l'Office des Nations Unies à Genève (ONUG)

Date of this EOI: 15 March 2024**Closing Date for Receipt of EOI:** 29 March 2024**EOI Number:** EOIUNOG22485**Beneficiary Country/Territory:** Switzerland**Commodity/Service category:** ICT Professional Services**Address EOI response by fax or e-mail to the Attention of:** Ms. Ekaterina Esina**Fax Number:****E-mail Address:** ekaterina.esina@un.org; procurementunog@un.org**UNSPSC Code:**

43000000 - Information Technology Broadcasting and Telecommunications



DESCRIPTION OF REQUIREMENTS

IN ENGLISH

The United Nations Office at Geneva (UNOG), wishes to receive Expressions of Interest (EOI) for the provision of Maintenance Services for the UNOG Unified Communications and Collaboration Infrastructure for The United Nations Office at Geneva (UNOG).

UCC describes the combination of communications and collaboration technologies part of UNOG's infrastructure and it is limited mainly to real-time communications by means of audio/video communications and real-time document/content sharing.

The Unified Communications and Collaboration architecture currently in operation in UNOG is based on two distinct ecosystems networked with a high level of feature transparency:

- The Cisco Unified Call Manager
- Video Conference infrastructure

Example of expected deliverables:

- 1) Remote and on-site staff assistance
- 2) Maintenance of Cisco Unified Call Manager (CUCM)
- 3) Maintenance of Video Conference infrastructure
- 4) Upgrade to the latest available version of the CUCM/VC and adjacent platforms (software and installation)

A solicitation exercise shall be launched subsequently, with a view to establishing a long-term contract with the successful contractor for an initial period of three (3) years, with possibility of extension for two consecutive one-year periods, for a total period not to exceed five (5) years: 3+1+1.

Vendors shall submit their expression of interest as per this document.

EN FRANÇAIS:

L'Office des Nations Unies à Genève (ONUG) souhaite recevoir des manifestations d'intérêt pour la fourniture de services de maintenance pour l'infrastructure de communication et de collaboration unifiée de l'ONUG pour l'Office des Nations Unies à Genève (ONUG).

UCC décrit la combinaison de technologies de communication et de collaboration faisant partie de l'infrastructure de l'ONUG et se limite principalement aux communications en temps réel au moyen de communications audio/vidéo et de partage de documents/contenus en temps réel.

L'architecture de communications unifiées et de collaboration actuellement opérationnelle à l'ONUG repose sur deux écosystèmes distincts mis en réseau avec un haut niveau de transparence des fonctionnalités :

- Le gestionnaire d'appels unifié Cisco
- Infrastructure de vidéoconférence

Exemple de livrables attendus :

- 1) Assistance du personnel à distance et sur place
- 2) Maintenance de Cisco Unified Call Manager (CUCM)
- 3) Maintenance de l'infrastructure de vidéoconférence
- 4) Mise à niveau vers la dernière version disponible de CUCM/VC et des plates-formes adjacentes (logiciel)



et installation)

Un exercice de sollicitation sera lancé ultérieurement, en vue d'établir avec l'entrepreneur retenu un contrat à long terme d'une durée initiale de trois (3) ans, avec possibilité de prolongation pour deux périodes consécutives d'un an, pour une durée totale non pour dépasser cinq (5) ans : 3+1+1.

Les fournisseurs doivent soumettre leur manifestation d'intérêt conformément à ce document.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

IN ENGLISH

UNOG expects to follow this EOI with a competitive tender exercise, in order to establish a contract/purchase order that will be able to meet the operational requirements of UNOG.

This request for EOI is not an invitation to bid. UNOG reserves the right to modify or cancel this requirement at any time. Only vendors considered as qualified by UNOG to supply such services will be invited to participate in the tender exercise.

The deadline for submitting your response to this EOI is indicated in the title. All responses will be treated with strict confidentiality.

EN FRANÇAIS

L'ONUG prévoit de faire suivre cette manifestation d'intérêt par un exercice de sollicitation qui sera en mesure de répondre aux exigences opérationnelles de l'ONUG.

Veuillez noter que cette demande d'expression d'intérêt (EOI) ne constitue pas un appel d'offres. L'ONUG se réserve le droit de modifier ou d'annuler cette demande à tout moment. Seuls les fournisseurs considérés comme qualifiés par l'ONUG pour fournir ces services seront invités à participer.

La date limite pour soumettre votre réponse à cette EOI est indiquée dans le titre. Toutes les réponses seront traitées de manière strictement confidentielle.

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/229112>

In case you have difficulties submitting your interest electronically, please contact ekaterina.esina@un.org; procurementunog@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 Office at Geneva (UNOG) by the closing date set forth in this EOI. *Due to the high volume of communications UNOG 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>.

