



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:

CART and Captioning Services

Date of this EOI: 31 May 2024**Closing Date for Receipt of EOI:** 1 July 2024**EOI Number:** EOIUNPD22705**Beneficiary Country/Territory:** Global**Commodity/Service category:** Communication Services**Address EOI response by fax or e-mail to the Attention of:** Tazegul Taganova**Fax Number:****E-mail Address:** tazegul.taganova@un.org**UNSPSC Code:**

80160000 - Business administration services

82110000 - Writing and translations



DESCRIPTION OF REQUIREMENTS

The United Nations Procurement Division (UNPD), on behalf of the Office of Information and Communications Technology (OICT) Broadcast and Conference Support Section (BCSS), invites qualified suppliers to submit their Expression of Interest (EOI) for the provision of captioning services for the United Nations.

The Broadcast and Conference Support Section (BCSS) provides Conference support to various offices throughout the United Nations.

Description of Requirements:

Specifically, the contractor's services shall include, but is not limited to, the following services:

1. Remote CART, Communication Access Real-time Translation
2. Onsite CART, Communication Access Real-time Translation
3. Remote Real-time Closed Captioning in Video Conferences
4. Remote Real-time Closed Captioning for Webcasting
5. Remote Real-time television broadcast closed captioning
6. Offline television broadcast Closed Captioning for prerecorded programming
7. Provide EEG compatible Closed Captioning and Stream Text, simultaneously (if requested).
8. Delivering Real-time Captioning of audio event to a wide range of mobile devices
9. Descriptive video service (DVS)
10. Automatic Speech Recognition (ASR)
11. Machine-Translated CART or Captioning
12. Time-Coded Transcript

The services above, where applicable, shall meet the following requirements:

- Services in the six official languages of the United Nations (Arabic, Chinese, English, French, Russian and Spanish)
- Remote connection over modem and/or IP network
- All services shall be standards-based captioning
- Guaranteed availability on short notice, with a request submitted 48 hours prior to the meeting
- Guaranteed availability for the high demand periods, with up to 5 meetings running simultaneously, with a one-week (5 business days) notice
- Cancellation notice to avoid any charges, 24 hours prior to the meeting
- Compliance with Section 508 and the ADA or equivalent.

The full technical requirements and details will be provided within a formal solicitation document (Invitation to Bid) to be issued at a later stage soon after the closing date for this EOI.

It is anticipated that a systems contract for the provision of captioning services will be established for a period of three (3) years.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

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](http://www.un.org/News/Press/docs/2006/0606_06.html), 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/236392>

In case you have difficulties submitting your interest electronically, please contact tazegul.taganova@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 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>.

