



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:

Renewal of Support and Maintenance of InfoBlox Equipment

Date of this EOI: 20 August 2024**Closing Date for Receipt of EOI:** 4 September 2024**EOI Number:** EOIUNOG22968**Beneficiary Country/Territory:** Switzerland**Commodity/Service category:** End User Technology & Applications**Address EOI response by fax or e-mail to the Attention of:** Ali Kansso**Fax Number:****E-mail Address:** ali.kansso@un.org; procurementunog@un.org**UNSPSC Code:**

43222500 - Network security equipment

43233200 - Security and protection software

81112200 - Software maintenance and support

81111812 - Computer hardware maintenance support service



DESCRIPTION OF REQUIREMENTS

ENGLISH:

The United Nations Office at Geneva (UNOG) supports multiple international organizations in Geneva across several sites including the Palais des Nations, Palais Wilson, Giuseppe Motta, and the International Environment House. UNOG Information and Communication Technology Services (ICTS) is responsible for providing comprehensive IT services across these locations to UNOG and other United Nations agencies.

This Request for Expression of Interest (REOI) is issued in preparation for a forthcoming competitive bidding process aimed at establishing a maintenance and support contract for InfoBlox equipment utilized by UNOG. The selected vendor will be expected to provide proactive and reactive maintenance, monitoring, and support 24/7. This includes handling all current equipment and any future replacements that may be necessary.

=====

FRANÇAIS:

L'Office des Nations Unies à Genève (ONUG) soutient plusieurs organisations internationales à Genève sur divers sites, y compris le Palais des Nations, le Palais Wilson, Giuseppe Motta et la Maison internationale de l'environnement. Le Service des technologies de l'information et de la communication (STIC) de l'ONUG est responsable de fournir des services informatiques complets dans ces lieux à l'ONUG et à d'autres agences des Nations Unies.

Cette Demande de Manifestation d'Intérêt est émise en préparation d'un processus d'appel d'offres compétitif visant à établir un contrat de maintenance et de support pour l'équipement InfoBlox utilisé par l'ONUG. Le fournisseur sélectionné sera attendu pour fournir une maintenance proactive et réactive, une surveillance et un support 24/7. Ceci inclut la gestion de tout l'équipement actuel et de tout remplacement futur qui pourrait s'avérer nécessaire.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

ENGLISH:

Details of Requirements:

- Service Coverage: Continuous support available 24/7 including unlimited incidents management.
- Technical Support: On-site or remote technical support staff will be required to provide engineering support, conduct architecture audits, offer technical advice, and consult on technical matters.
- Hardware and Software Maintenance: The contract must cover software updates, bug fixes, and hardware replacement of defective equipment, including immediate on-site intervention.
- Equipment: The provision of Infoblox TE-1415 equipment (or similar current or future products from InfoBlox) for potential capacity increase and premium maintenance support for all current and future equipment throughout the contract duration.

The proposed contract will be for an initial duration of three (3) years, with the possibility of one (1) optional extension for up to two (2) years (3+2), subject to vendor's acceptable performance, budget availability and at the sole discretion of UNOG. The licenses will be renewed and paid on an annual basis.



The proposed contract will be governed by the United Nations General Conditions of Contracts for the provision of services (UNGCC) accessible online through the following link:
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/general_condition_goods_services.pdf. Interested vendors must be willing to accept the terms of the UNGCC without modifications.

*** Please note that this request for expression of interest is intended solely to identify potential vendors and does not constitute a formal bidding or solicitation process. Submission of interest by any vendor does not guarantee that a bidding process will be initiated or that the interested vendor will be invited to participate in any future procurement process. This is a preliminary step to understand the market and available resources, and all further actions will be taken at the sole discretion of the United Nations Office at Geneva (UNOG) ***

FRANÇAIS:

Détails des Exigences :

- Couverture du Service : Support continu disponible 24/7, incluant la gestion d'incidents illimités.
- Support Technique : Un personnel de support technique sur site ou à distance sera requis pour fournir un support en ingénierie, réaliser des audits d'architecture, offrir des conseils techniques et consulter sur des questions techniques.
- Maintenance Matérielle et Logicielle : Le contrat doit couvrir les mises à jour logicielles, les corrections de bugs et le remplacement du matériel défectueux, y compris l'intervention immédiate sur site.
- Équipement: La fourniture d'équipement InfoBlox TE-1415 (ou produits similaires courant ou futurs de chez InfoBlox) pour une augmentation potentielle de capacité et un support de maintenance premium pour tout l'équipement actuel et futur pendant toute la durée du contrat.

Le contrat proposé sera d'une durée initiale de trois (3) ans, avec la possibilité d'une (1) extension optionnelle pour une période jusqu'à deux (2) années supplémentaires (3+2), sous réserve de la performance acceptable du fournisseur, de la disponibilité du budget et à la discrétion exclusive de l'ONUG. Les licences seront renouvelées et payées sur une base annuelle.

Le contrat proposé sera régi par les Conditions Générales des Contrats des Nations Unies pour la fourniture de services (UNGCC) accessibles en ligne via le lien suivant :
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/general_condition_goods_services.pdf. Les fournisseurs intéressés doivent être prêts à accepter les termes des UNGCC sans modifications.

*** Veuillez noter que cette demande de manifestation d'intérêt a uniquement pour but d'identifier les fournisseurs potentiels et ne constitue pas un processus formel d'appel d'offres ou de sollicitation. La soumission d'intérêt par un fournisseur ne garantit pas qu'un processus d'appel d'offres sera initié ni que le fournisseur intéressé sera invité à participer à un futur processus d'achat. Il s'agit d'une étape préliminaire pour comprendre le marché et les ressources disponibles, et toutes les actions ultérieures seront prises à la discrétion exclusive de l'Office des Nations Unies à Genève (ONUG). ***



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/244186>

In case you have difficulties submitting your interest electronically, please contact ali.kansso@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>.

