



**United Nations Global Service Centre  
Italy**

## REQUEST FOR INFORMATION (RFI)

**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 Italy. You are therefore requested to direct all queries regarding this RFI to United Nations Global Service Centre Italy using the fax number or e-mail address provided below.**

**Title of the RFI:**

Conference and Learning Centre (CLC) Digitization Service Provision

**Date of this RFI:** 10 November 2021**Closing Date for Receipt of RFI:** 10 December 2021**RFI Number:** RFIUNGSC19095**Beneficiary Country/Territory:** Italy**Commodity/Service category:** End User Technology & Applications**Address RFI response by fax or e-mail to the Attention of:** Sasa Murganic**Fax Number:** n/a**E-mail Address:** unlb-procurement@un.org**UNSPSC Code:** 43233502, 86141702

### DESCRIPTION OF REQUIREMENTS

#### 1. Introduction

The purpose of this Request for Information (RFI) is to provide the UN Global Service Center (UNGSC) with up-to-date knowledge and information of available market options, mature technologies, solutions, systems, services, as well as potential vendors for Conference and Learning Centre (CLC) digitization service provision. The gathered information will be used to determine the technologies feasibility, scope, cost estimate, timeframe, and resources required by the UN.

UN expects to follow this RFI with a Request for Proposal (RFP) for CLC digitization service provision solutions that will be able to meet the operational requirements of the United Nations Global Service Centre (UNGSC). All costs for preparing a response for the RFI must be covered by the vendor. The requested information will only be used by the UN for internal planning purposes, be kept strictly confidential and only authorized personnel will have access to it. The response to this RFI will not be used to pre-qualify vendors. The provided information will not be contractually binding to the vendor.

#### 2. Use of Information



- a. All costs for preparing a response for the RFI must be covered by the vendor.
- b. The requested information will only be used by the UN for internal planning purposes, be kept strictly confidential and only authorized personnel will have access to it.
- c. The response to this RFI will not be used to pre-qualify vendors
- d. The provided information will not be contractually binding to the vendor

### 3. RFI Response Delivery

As the objective of this RFI is to both gather information on the latest technology and find potential vendors, your willingness and ability to reply will be of mutual benefit.

Please email your response to [unlb-procurement@un.org](mailto:unlb-procurement@un.org), additional material can be delivered and addressed to:

UNGSC Procurement  
Piazza Del Vento, 1  
Brindisi 72100, ITALY

Marked:

RFI for CLC digitization service provision.

### 4. Background information

The United Nations as a global organization, is communicating with the member states, other organizations and stakeholders as part of its operations, especially at the higher leadership level. Information exchange, cooperation and coordination with UN counterparts and partners is vital for the effective and efficient execution of its mandate. To this end, smaller or larger events are often scheduled, such as conferences, workshops, symposia etc.

### 5. The UNGSC objective

The UNGSC objective is to digitize the participation in events and trainings is taking place. The UN is looking for a CLC digitization solution(s) suitable to address UN operational requirements to prepare, host and participate in international events, such as conferences, as well as training courses or sessions, with a focus on hybrid (physical attendance plus virtual attendance capability) or purely virtual event planning and hosting. In addition, given the nature of UN activities, the capability to facilitate real time interpretation during the event to/from English and French, with the capability to extend the service to other languages is a desirable (please note that the requirement is not about providing actual interpretation services, but how such services can be integrated in the platform).

### 6. Your Organization

Vendors responding to this RFI are kindly requested to address the following points, in a clear manner:

- 1) Describe their portfolio and how it addresses the scenario above. List necessary hardware and software (including proprietary equipment), as appropriate.
- 2) State whether real time interpretation capability can be utilized during a hybrid or virtual event and if yes, describe it is facilitated.
- 3) Describe compatibility and potential interoperability with standard IT platforms, such as Windows computers, Apple iPad and Android/iOS cell phones.
- 4) List the ICT requirements to run the products, stating whether these requirements are integrated in the proposed solution and offered by the vendor or if it is expected that the respective equipment will be provided by UN (UNOE – UN Owned Equipment).
- 5) The licensing system for any application, either by user, enterprise, etc.
- 6) UN standard business platform is Office 365. Integration possibilities (calendar, booking, etc.) and compatibility.
- 7) The processes to upgrade the products in response to new technological developments and advances.
- 8) Whether the system can be customized and fine-tuned for optimal operation and if the supplier can also



provide the information and programming service.

9) Describe training requirements, as well as their capability for system installation and support (on site and remote).

10) What would be the minimum required time to submit a comprehensive proposal?

11) Which information would you need to formulate a proposal?

12) Please provide a cost structure mechanism and if feasible a break down of cost: processes analysis and improvement, software and hardware etc and an estimation of the likely standard costs of the proposed solution

Responders should state their availability for a one on one (responder team with UN team) technology focused, virtual meeting. During this virtual engagement vendors may further explain their proposed systems and will give all parties an opportunity for questions and answers. Date and time will be mutually agreed at a later stage.

Responders may be requested to deliver a presentation of their solution(s) in a wider UN audience (e.g. during a workshop). Invitations issued to responders to present their solutions to the United Nations do not represent any commitment for a future contract.

#### 7. Risk management / Mitigation

Having reviewed and answered the above listed questions, what do you consider to be the highest risk factors?

a. During implementation

b. During warranty period

c. After warranty period

d. How are these risk factors mitigated / managed?

e. In your experience, what have been the biggest issue faced on similar projects and how have you resolved them?

As a result of this RFI UNGSC might need to contact you to obtain additional clarifications. In addition UNGSC might appreciate your willingness to provide presentation on line or on site of your experience and eventually solutions which your company has already implemented or designed for similar environments. Please confirm your willingness to be contacted and present such solutions. Please note that UNGSC will not be responsible for any associated costs related to the above. Please ensure full contact details are enclosed in your response.

#### 8. Important – Registration as a United Nations Vendor

a. Please note that companies willing to participate in a potential RFP solicitation will have to be a registered vendor with the UN.

b. Please access the Vendor Registration Application Forms and follow instructions at the website: <http://www.un.org/Depts/ptd/register.htm> Please submit applications as soon as possible.



## 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 a potential future solicitation process should submit the Vendor Response Form of this RFI 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)).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place ([www.ungm.org](http://www.ungm.org)) and that your application for registration as vendor has been submitted to the **UN Secretariat** in the same site, to be able to participate in any potential solicitation process as a result of this RFI.
- 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.

**PLEASE NOTE: You should submit your response to this RFI electronically at:**

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNGSC19095>

**In case you have difficulties submitting your response electronically, please contact [unlb-procurement@un.org](mailto:unlb-procurement@un.org) directly for instructions.**



## RFI 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/sc/suborg/en/sanctions/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 RFI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the RFI are not considered eligible to participate in the potential solicitation process related to the RFI. 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) RFI Process

Vendors interested in participating in the potential solicitation process should forward their information (as requested in the RFI) to  
Unite Nations Global Service Centre  
Italy (UNGSC) by the closing date set forth in this RFI. *Due to the high volume of communications UNGSC is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the potential solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.



