



United Nations Procurement Division

REQUEST FOR INFORMATION (RFI)

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 RFI to United Nations Procurement Division using the fax number or e-mail address provided below.

Title of the RFI:

Service Delivery / Case Management System and Implementation Services

Date of this RFI: 5 June 2023**Closing Date for Receipt of RFI:** 7 July 2023**RFI Number:** RFIUNPD21335**Beneficiary Country/Territory:** Global**Commodity/Service category:** Enterprise Platform**Address RFI response by fax or e-mail to the Attention of:** Salim Ramadan**Fax Number:****E-mail Address:** ramadans@un.org**UNSPSC Code:** 43232303, 43231600, 43233700, 43232400**DESCRIPTION OF REQUIREMENTS**

Purpose

The purpose of this Request for Information (RFI) is to provide the United Nations (UN) Office for Information and Communications Technology (OICT) with information regarding relevant service delivery management systems on the market and the total cost of ownership estimates of these systems. Cost estimates will reflect implementation costs, licensing, and other on-going maintenance and operational support costs, on an annual basis, for 5 years.

The UN Secretariat is seeking to identify and establish a cost estimate for a new service delivery management system. The system is meant to provide service delivery and case management functionality for all administrative functional areas, including:

- Human resource management
- Financial services
- Travel
- Facility / Campus management



- Information Communication Technology
- Supply Chain services, including logistics and procurement

Any service requests and workflows already reflected in the current ERP systems of the organization are out of scope.

To identify the fit and relevance of proposed solutions, the Statement of Work (Annex 1) and Annex 2 detail the UN Secretariat's IT and business requirements. Vendors are kindly asked to reflect which of these requirements their systems can meet in Annex 2 (please use the Excel version of Annex 2), and if these can be met out of box, through configuration (no code), through customization (code), or if these cannot be met. Vendors are also encouraged to include any supporting documentation that will further demonstrate their system's ability to meet the specified criteria for each IT and business requirements area. The fit of the solution will then be determined based on a simple scoring methodology by the Secretariat.

The UN Secretariat is further seeking non-binding budgetary cost estimates through a service delivery management system vendor and associated implementing partner(s) to reflect the estimated costs of licensing, implementation of the specific work packages, and any other associated maintenance and support costs. Vendors are kindly asked to complete Annex 3 to estimate associated licensing costs to meet the requirements detailed in the Statement of Work, as well as Annex 4 to estimate the associated implementation costs for the work packages in scope. Vendors who do not provide implementation services can identify an implementation partner to complete Annex 4 based on the SOW and submit a joint response to the RFI.

1. Use of Information

- 1.1. All costs for preparing a response for the RFI must be covered by the vendor.
- 1.2. 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.
- 1.3. The response to this RFI will not be used to pre-qualify vendors.
- 1.4. The provided information will not be contractually binding to the vendor.

2. RFI Response Delivery

The primary objective of this RFI is to gather information about fitting service delivery management software and provide budgetary cost estimates such as a new service delivery management system. The RFI will also serve as a means to identify potential vendors.

3. Your Organization

Please provide the following information on your organization:

- 3.1 Please provide a description of your company.
- 3.2 Please provide a brief history and your company's relevant years of experience in providing enterprise service delivery management and case management solutions.
- 3.3 If you included an implementing partner's response in the RFI, please detail your relationship with the implementing partner.

4. Experience / Capabilities

Please answer/elaborate on the questions listed below as part of your RFI response:

- 4.1 Please briefly highlight key functionalities of your system and how it stands out from its competitors
- 4.2 Please provide some more information and reference points (e.g., from external research) on the usability/user-friendliness of your system
- 4.3 Please highlight the outlook / future development plans for the system
- 4.4 Please outline other UN or comparable clients who are using your system, and briefly describe in what capacity it is being used
- 4.5 Please provide information on a minimum of 2 clients of similar size and scope with the recent



implementation of the system.

IMPLEMENTING PARTNER

4.6 Please state the name of the recommend/referenced implementing partner(s) in this RFI (if any)

4.7 How many years of experience does the implementing partner have with the implementation of the proposed service delivery management system

4.8 How many service delivery management implementation clients (current and past) does the company have in the last 5 years?

4.9 What other UN organizations did the implementing partner support in implementing a service delivery management system? Please also specify when.

4.10 Please provide information on a minimum of 2 clients of similar size and scope who used your implementation services for the system.

Please respond to these questions as part of Annex 5.

Below are the links to access the Annexes:

[Annexes 1 - 5:](#)

[Annex 2:](#)

Please send your answers to the Annexes by email to ramadans@un.org

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

See attached SOW for details.

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).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place (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=RFIUNPD21335>

In case you have difficulties submitting your response electronically, please contact ramadans@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) 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 United Nations Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications UNPD 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>.

