



## United Nations Economic Commission for Latin America and the Caribbean

**REQUEST FOR INFORMATION (RFI)**

This notice is placed by UNECLAC. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Economic Commission for Latin America and the Caribbean. You are therefore requested to direct all queries regarding this RFI to United Nations Economic Commission for Latin America and the Caribbean using the fax number or e-mail address provided below.

**Title of the RFI:**

RENTAL OF MULTIFUNCTIONAL EQUIPMENT IN SANTIAGO, CHILE

**Date of this RFI:** 4 July 2023**Closing Date for Receipt of RFI:** 1 August 2023**RFI Number:** RFIUNECLAC21518**Beneficiary Country/Territory:** Chile**Commodity/Service category:** ICT Professional Services**Address RFI response by fax or e-mail to the Attention of:** Militza Buitrago**Fax Number:** N/A**E-mail Address:** militza.buitrago@un.org; mariajose.avendano@un.org**UNSPSC Code:**

80161801 - Photocopier rental or leasing service



## DESCRIPTION OF REQUIREMENTS

SPANISH VERSION BELOW/ VERSIÓN EN ESPAÑOL A CONTINUACION/

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The United Nations Economic Commission for Latin America and the Caribbean, located in Santiago, Chile (UN ECLAC) within the second semester expects to issue a solicitation for the rental of multifunctional equipment. Prior to the launch of the tender, ECLAC with this Request for Information (RFI) aims to identify potential companies as well understand current key aspects in the local market on the on-site office printing (multifunctional- MFP- equipment) services in Santiago, Chile.

This RFI will have NO COST for ECLAC. This is only a RFI, not a Request for Proposals and, therefore, there won't be a contract award following the RFI. Vendor responses, resulting from this announcement, will focus on providing recommendations for the requirements detailed below. ECLAC appreciates your assistance in this market survey and stresses that this effort is for planning purposes only. Responses will not be treated as proposals but may be used to create a subsequent Request for Proposal (RFP)/Invitation for Bid (ITB). To respond to this RFI, please submit the information requested in the questionnaire via e-mail to [militza.buitrago@un.org](mailto:militza.buitrago@un.org) with a copy to [mariajose.avendano@un.org](mailto:mariajose.avendano@un.org) on or before the deadline date indicated in the system.

## SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

ECLAC would like to request information on your company's solutions to a printing service centrally managed by ECLAC through a managed service offered by the market whose main objectives are to reduce printing costs and deliver services to all users for printing/photocopying and scanning of documents at ECLAC and other United Nations agencies located in the city of Santiago, Chile.

The purpose of this RFI is to gain a better understanding of the printing services available in the market and the associated cost models used by the sector. To keep pace with technological advances, it is necessary to periodically evaluate our existing printing solution, the infrastructure that supports it, and new market opportunities.

Interested companies are asked to respond to the following questions:

1. Please provide a brief description of your company and the products/services delivered.
2. What do you consider to be your most differentiating factors with respect to other similar products/services available in the market?
3. Confirm and describe your options available to cover the following factors (also mention other services covered):
  - a) Type of MFPs provided and capacity
  - b) Hardware and software
  - c) Supplies
  - d) Preventive and corrective maintenance
  - e) Service management
  - f) Analytics and reporting
  - g) Service security and privacy
  - h) Billing models
  - i) Solutions and technical support ecosystems



4. Please highlight any constraints related to security, performance, reliability, maintainability, scalability, usability, etc., as a future printing solution will be implemented at ECLAC and other UN agencies in Santiago.
5. Please indicate the models of equipment available in at least two print speed ranges and in COLOR and B/W categories with pricing options.

Interested parties are kindly requested to provide the information mentioned above and/or all additional information, e.g., specifications, delivery time, cost, etc., in PDF format to the e-mail addresses indicated.

Please note the following:

1. All costs involved preparing a response for the RFI must be covered by the vendor.
2. This RFI is a separate and independent process.
3. Information received in response to the RFI will only be used by the UN for internal planning purposes. All responses will be kept strictly confidential and only authorized personnel will have access to it.
4. The response to this RFI will not be used to pre-qualify vendors.
5. The provided information will not be contractually binding to the vendor.
6. To keep response formats consistent, the responses must be in a PDF document.

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#### VERSIÓN EN ESPAÑOL /SPANISH VERSION

La Comisión Económica para América Latina y el Caribe de las Naciones Unidas, con sede en Santiago de Chile (UN CEPAL) licitará en los próximos meses el servicio de arriendo de equipos multifuncionales. Antes de iniciar el proceso de licitación, la CEPAL busca a través de esta Solicitud de Información, identificar empresas potenciales y recabar ideas de la industria para el servicio de arriendo de equipos de impresión on-site en Santiago de Chile.

Esta Solicitud de Información se realizará SIN COSTO PARA LA CEPAL.

Este anuncio es una solicitud de información (RFI), no una petición de ofertas y, por consiguiente, no se adjudicará ningún contrato a partir de este anuncio. Las respuestas de los proveedores, como resultado de este anuncio, se centrarán en proporcionar recomendaciones para los requisitos que se detallan a continuación.

La CEPAL agradece su ayuda en este estudio de mercado y subraya que este esfuerzo tiene únicamente fines de planificación. Las respuestas no se tratarán como propuestas, pero podrán utilizarse para crear cualquier solicitud de propuesta (RFP)/convocatoria de licitación (ITB) posterior.

Para responder este RFI, envíe la información solicitada en el cuestionario vía e-mail a [militza.buitrago@un.org](mailto:militza.buitrago@un.org) con copia a [mariajose.avendano@un.org](mailto:mariajose.avendano@un.org) el día o antes de la fecha límite indicada en el sistema.

#### REQUERIMIENTOS ESPECÍFICOS/INFORMACIÓN

La CEPAL desea recabar información sobre las soluciones que maneje su empresa para un servicio de impresión administrado centralmente por CEPAL a través del servicio gestionado que ofrezca el mercado y cuyos objetivos principales sean reducción en los costos de impresión y entrega de servicios a todos los usuarios de impresión/fotocopiado y digitalización de documentos en la sede central de la CEPAL y en las sedes de otros organismos de las Naciones Unidas ubicados en la ciudad de Santiago de Chile.



El objetivo de esta solicitud de información es conocer mejor los servicios de impresión disponibles en el mercado y los modelos de costos asociados que utiliza el sector. Para seguir el ritmo de los avances tecnológicos, es necesario evaluar periódicamente nuestra solución de impresión existente, la infraestructura que la soporta y las nuevas oportunidades del mercado.

Se solicita a las empresas interesadas responder a las siguientes preguntas:

1. Por favor, proporcione una breve descripción de su empresa y de sus productos/servicios.
2. ¿Cuáles considera que son sus factores más diferenciadores con respecto a otros productos/servicios similares disponibles en el mercado?
3. Confirme y describa sus opciones para cubrir los siguientes factores (mencione también otros servicios cubiertos):
  - a) Tipo de equipos multifuncionales que puede proveer y capacidad
  - b) Hardware y software
  - c) Suministros
  - d) Mantenimiento preventivo y correctivo
  - e) Gestión del servicio
  - f) Analítica y reportes
  - g) Seguridad y privacidad del servicio
  - h) Modelos de facturación
  - i) Ecosistemas de soluciones y soporte técnico
4. Por favor, destaque cualquier restricción relacionada con la seguridad, el rendimiento, la fiabilidad, la mantenibilidad, la escalabilidad, la usabilidad, etc., ya que cualquier solución futura de impresión se implementará en la Sede de la CEPAL y en algunas agencias de Naciones Unidas en Santiago.
5. Indique los modelos de equipos disponibles en al menos dos gamas de velocidad de impresión y en categorías COLOR y B/N con sus opciones de precios.  
Se ruega a los interesados que facilite la información solicitada anteriormente y toda la información adicional, por ejemplo: especificaciones, plazo de entrega, costo, etc., en formato PDF a los correos electrónicos indicados.

Tenga en cuenta lo siguiente:

1. Todos los costos de preparación de una respuesta para la Solicitud de Información (RFI) deben ser cubiertos por la empresa.
2. Esta Solicitud de Información (RFI) es un proceso separado e independiente.
3. La información recibida en respuesta a la Solicitud de Información sólo será utilizada por las Naciones Unidas para fines de planificación interna. Todas las respuestas serán estrictamente confidenciales y sólo tendrá acceso a ella el personal autorizado.
4. La respuesta a esta Solicitud de Información (RFI) no se utilizará para precalificar a las empresas.
5. La información proporcionada no será contractualmente vinculante para la empresa.

## 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.
- 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://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 submit your response to this RFI electronically at:**  
<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNECLAC21518>

**In case you have difficulties submitting your response electronically, please contact [militza.buitrago@un.org](mailto:militza.buitrago@un.org); [mariajose.avendano@un.org](mailto:mariajose.avendano@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/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 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 Economic Commission for Latin America and the Caribbean (UNECLAC) by the closing date set forth in this RFI. *Due to the high volume of communications UNECLAC 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>.



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