



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:

Microsoft Premier Support

Date of this RFI: 3 August 2023**Closing Date for Receipt of RFI:** 2 September 2023**RFI Number:** RFIUNPD21669**Beneficiary Country/Territory:** United States of America; Spain; Austria; Switzerland**Commodity/Service category:** ICT Professional Services**Address RFI response by fax or e-mail to the Attention of:** Akku.Sansyzybayeva-Saha@Un.Org**Fax Number:** NA**E-mail Address:** akku.sansyzybayeva-saha@un.org**UNSPSC Code:** 43000000, 43230000, 81111811**DESCRIPTION OF REQUIREMENTS**

The United Nations Office of Information and Communications Technology (UN OICT) is seeking an information from qualified vendors needed to provide ICT professional services for supporting problem resolution, incident resolution, and proactive support assistance for various cloud and on-premise Microsoft products formerly known as Microsoft Premier Support.

UN OICT operates Microsoft tenant (un.org) with approximately 65,000 users in various geographies, two Enterprise Data Centers (located in Europe), six smaller data centers (two data centers in New York, USA, four data centers in Europe).

The objective is to ensure efficient and effective utilization of the Microsoft technology stack, both on-premises and in the cloud, to support the operations of the United Nations Secretariat.

Scope of Services covers the following Microsoft products:



Microsoft 365:

SharePoint Online
Teams - Telephony & Comms
Exchange Online
M365 Administration
Microsoft Office Suite (Enterprise Apps)
Intune / Endpoint Manager
EM + S & ATP Suite - M365 E5 Security Bundle
Power BI
Power Apps

On-premises:

Windows Server OS
Windows Desktop
Active Directory
SQL Server
Microsoft Endpoint Configuration Manager (MECM)

Azure Services:

Azure Active Directory
Azure IaaS
Azure PaaS

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Detailed Requirements:

The vendor shall fulfill the following service requirements:

Problem Resolution:

Provide assistance in resolving issues encountered while using and likely caused by Microsoft products.
Deliver timely and accurate solutions to problems, ensuring minimal disruption to operations.
Coordinate with any other vendors, if necessary, to resolve Microsoft support issues
Escalation management and expedited escalation process within United Nations Secretariat
Escalation (functional and hierarchical) to Microsoft and coordination of escalation when needed

Incident Resolution:

Respond to incident requests within agreed Service Level Agreements (SLAs).
24x7x365 access to qualified support engineers. 60% of incident tickets will be opened in the region of Europe and 40% of incident tickets will be opened in the region of United States.
Prioritize incidents based on their impact and urgency (see service level requirements below)
Coordinate with any other vendors, if necessary, to resolve Microsoft support issues.
Escalation management and expedited escalation process within United Nations Secretariat
Escalation (functional and hierarchical) to Microsoft and coordination of escalation when needed



Proactive Support Assistance:

Offer proactive support and guidance to optimize the utilization of Microsoft products.
Provide recommendations and best practices for efficient operations.
United Nations Secretariat requires the vendor to provide with expert advice on different technologies in scope. This includes support assistance for proactive Microsoft-related projects, rollouts, diagnostic checks, and security reviews.

Language and Communication:

Provide support services in English.
Demonstrate proficiency in English language skills, both written and spoken.

Service Request Management:

Collect, track, and manage service requests and tickets.
Maintain a transparent and effective system for ticket management and reporting.

Escalation Management:

Establish an expedited escalation process within the United Nations Secretariat for critical incidents, including a dedicated Technical Account Manager (TAM)
Handle functional and hierarchical escalations to Microsoft when required.
Coordinate and communicate escalations effectively to ensure timely resolutions.
Service Delivery Management – including quarterly service reviews
Reactive Management Act as an escalation point for critical service incidents.
Provide comprehensive account management and reporting.

As optional, qualified vendors should be able to provide additional consulting services related to Microsoft technologies such as:

Technology Roadmap Briefing Workshops
Advisory Workshops (Compliance Score, Secure Score, new features)
Cloud infrastructure assessment
General consulting services

Consulting services will be performed following various time zone and could be either on site or off site (UN Secretariat operations are in New York, Valencia, Brindisi, Geneva and Vienna). Supplier must quote both prices (on and off site) and for all locations mentioned above.

Requested service level requirements are described below:

LEVEL1 - Initial response time 30 minutes, 24x7x365 support services

In a production environment:

- Catastrophic business impact.
 - Complete loss of a core business process and work cannot reasonably continue.
- Needs immediate attention.

LEVEL 2 - Initial response time 2 hours, 24x7x365 support services



In a production environment:

- Critical business impact.
- Significant loss or degradation of Services.
- Needs attention within 2 hours.

LEVEL 3 - Initial response time 4 hours, business hours local time

Moderate business impact:

- Moderate loss or degradation of Services, but work can reasonably continue in an impaired manner.

Needs attention within 4 hours.

LEVEL 4 - Initial response time 8 hours, business hours local time

Minimum business impact:

- Substantially functioning with minor or no impediments of Services.
- Needs attention within 8 hours

United Nations Secretariat expects at least 80% of raised incidents and problems to be resolved by the vendor within given time to resolve before they are escalated to Microsoft.

Escalation SLAs to Microsoft:

It is expected from the supplier to have an active Premier contract for partner with Microsoft, this contract will enable the escalation to support ticket to Microsoft support when required and follow the SLA defined in the table below:

Level 1 - Critical System Down - 4 hours

Level 2 - Critical System Degraded - 20 hours

Level 3 - Moderate Business Impact - 2 business days

Level 4 - Minor Business Impact - 7 days

SLA's compliance review:

The compliance against agreed SLAs will be reviewed monthly and per location. The supplier should propose a mechanism to compensate United Nations Secretariat in case SLAs are not met

[Please respond to the questions in Annex 1](#) attached to this RFI and submit your responses to email: akku.sansyzbayeva-saha@un.org

UPDATE 22 August 2023

- How many 365 users? We see 65,000 listed in the doc, but are they all on Office 365?

Due to the sudden closure of one of the UN offices, we expect to have in 2024 approximately 60,000 users and all of them have Microsoft 365 E3 plus Microsoft 365 E5 security bundle plan.

- What is the estimated Azure spend per annum?

Based on the consumption pattern and upcoming projects we expect annual spent of 4M USD for Microsoft Azure.

- How many support tickets have you raised with Microsoft last year?

Approximately 400-500.



General information:

The information gathered from this RFI will be used to determine solution feasibility, design, scope, limits, planning and implementation, and resources required by the UN that address this technology need, for UN system worldwide.

Please note that following:

1. All costs for preparing a response for this RFI must be covered by the vendor.
2. This RFI is a separate and independent process.
3. The requested information 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 submitted via Microsoft forms using the link.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.unqm.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.
- 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 submit your response to this RFI electronically at:

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD21669>

In case you have difficulties submitting your response electronically, please contact akku.sansyrbayeva-saha@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/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 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>.

