



United Nations Office at Geneva

REQUEST FOR INFORMATION (RFI)

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 RFI to United Nations Office at Geneva using the fax number or e-mail address provided below.

Title of the RFI:

Licensing options and cost estimates for a survey tool

Date of this RFI: 8 August 2023**Closing Date for Receipt of RFI:** 01 September 2023**RFI Number:** RFIUNOG21688**Beneficiary Country/Territory:** Switzerland**Commodity/Service category:** ICT Professional Services**Address RFI response by fax or e-mail to the Attention of:** Antonio Ortega**Fax Number:****E-mail Address:** ortegaa@un.org**UNSPSC Code:**

43231514 - Sales and marketing software

80141500 - Market research

80171501 - Polling and survey and public opinion monitoring and analysis

81131504 - Sampling surveys

43231507 - Project management software

93141602 - Population sample surveys services



DESCRIPTION OF REQUIREMENTS

UNOG is considering the acquisition of a survey tool, to be primarily run as Software-as-Service, for 4 entities in Geneva.

These entities already use Microsoft365 Forms extensively and they are looking for an additional survey tool to complement the Microsoft offering, including, but not limited to:

- a more extensive catalog of questions that can be included in surveys;
- more sophisticated options for controlling the logic of completing surveys and support for multilingual surveys;
- more features for monitoring on-going completion of surveys;
- additional publication and response collection mechanisms for surveys;
- support for Application Programming Interfaces (APIs) to retrieve survey responses;

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The survey tool being sought should support a user-friendly, interactive graphical user interface for creating and managing survey, and offer preview functionality that allows the user to see the survey under development in its final form.

A detailed list of requirements was collected by the four entities and is provided at the URL:

<https://forms.office.com/e/KqSXxL53rG>

The vendor is kindly asked to complete the form at this URL, and indicate, for each requirement, whether their software satisfies that requirement. In case of partial coverage, the vendor is asked to specify in a comment what part of the requirement is covered.

Vendors are encouraged to provide information about additional features (on top of the minimum requirements), with a break down of additional prices for these additional features on top of the different pricing models for basic packages that must include the minimum requirements.

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.
- 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=RFIUNOG21688>

In case you have difficulties submitting your response electronically, please contact ortegaa@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 Office at Geneva (UNOG) by the closing date set forth in this RFI. *Due to the high volume of communications UNOG 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>.



