



## 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:**

Aviation Operations Management System

**Date of this RFI:** 3 October 2023**Closing Date for Receipt of RFI:** 2 November 2023**RFI Number:** RFIUNPD21937**Beneficiary Country/Territory:** Global**Commodity/Service category:** Enterprise Solutions**Address RFI response by fax or e-mail to the Attention of:** Isaam White**Fax Number:** NA**E-mail Address:** whitei@un.org**UNSPSC Code:**

43230000 - Software

### DESCRIPTION OF REQUIREMENTS

#### BACKGROUND

The UN Aviation Programme consists of a fleet of nearly 200 aircraft on commercial and military contracts (wet lease equivalents), assigned globally and more specifically to 16 Peace Operations. There currently exists no fully functional system—either at the mission level—or globally—to capture aircraft operations via a consolidated database and operational scheduling and reporting system. While this does exist with individual operators on contract, the UN has no consolidated system that allows for seamless planning, scheduling for data extraction for reporting / payments.

#### DESCRIPTION OF REQUIREMENTS

In line with the recommendations of the IATA consultation – there is an Organizational need for the procurement and implementation of an Aviation Operations Management System. The consultation revealed not only the continuing need for such a system, it identified specific requirements of such a system matched against the UN operational and reporting environment. The study provided a compelling argument against further development of AIMS. It also strongly recommended that the UN does not pursue another in-house solution, i.e., of the type AIMS had been initiated.



Thus, the Department of Operational Support is seeking a new system that can address a range of issues related to aviation management.

□ The future process flow should be standardised across all Missions and integrated with other UN systems and databases as much as possible but the primary database will be the new airline management system.. Thus any new system will require the following characteristics:

□ Flexible databases for Airports, Crew, Aircraft, Contracts and User data, capable of handling the large volumes of data required by the UN and of processing automated data feeds from existing UN data sources.

□ A sophisticated schedule planning process able to handle anything from scheduled troop movements (perhaps planned a year in advance) to short term Mission planning, ad-hoc flights such as Medevacs, drone deployments and both military and civilian aircraft.

□ Automated flight tracking and recording of aircraft usage data, using a tablet or smartphone based electronic flight log wherever possible to ensure high levels of accuracy.

□ Automated production of Aircraft Usage Reports (AURs) and monthly EMAR reports with automated feeds into UN data analysis tools such as Power BI. The purpose here would be to provide a standard set of dashboards, using verified data, to meet the needs of all UN Headquarters departments, Operations Control and Mission Aviation Chiefs.

□ The system must use the latest technology to provide a simple GUI (graphical user interface) requiring a minimal level of specialist training. It must be able to provide rapid and reliable response times in the UN's most challenging Mission environments and be able to 'fail safe' and recover quickly from network disruptions.

A graphical of any system would have the following characteristics:

SETTINGS > PLANNING > TRACKING > REPORTING

With Settings consisting of the following:

- Airports
- Crew
- Aircraft
- Contracts
- Users

- The Reporting aspect is critical for: (1) management of the fleet (aircraft) within a mission; (2) Payments for services rendered; (3) Overall fleet metrics for purposes of ensuring the right fit [e.g., does the operational use match the planning data used for procurement / generation?]; (4) data for solicitation exercises; (5) and data for reporting to legislative bodies on use of the fleet (Mission-by-mission, aircraft type, mission type, etc and of course for overall UN-wide metrics on usage)

- The UN is open to a range of options to be provided by the market. That said, initial analysis reveals that perhaps Business Aviation systems may be most compatible to the operational requirements of the United Nations. This is due to the following noted characteristics:

1. Flexibility of systems that are likely able to be configured to UN processes
2. Cloud based



3. The Secretariat maintains military aircraft and these systems have been understood as being adopted by some military operators
4. Adaptability to Special Flight Request (SFR) model for military and commercial assets / services
5. Simple to implement / minimal training

Any future statement of work for a formal solicitation is expected to reflect the following areas:

1. Settings / Configuration
2. Reservations (ticketing)/ Planning / Fleet Scheduling
3. Tracking/ Interoperability between the platform and UN aircraft real time tracking system
4. Management of contracted aircraft including aircraft utilization, fuel records and maintenance tracking
5. Ground Handling
6. Crew Management
7. Crew APP
8. Integrations
9. Reporting/ Performance measurement of efficiency and cost effectiveness of fleet/ routes
10. Miscellaneous
11. Implementation
12. Ongoing support
13. Financial management

### **SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)**

#### General Guidance

- Please provide detailed responses that accurately reflects your company's capabilities to provide this software solution for global aviation management.
- All costs for preparing a response for the RFI must be covered by the vendor.
- This RFI is a separate and independent process.
- 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.
- The response to this RFI will not be used to pre-qualify vendors.
- The provided information will not be contractually binding to the vendor.



**SPECIFIC REQUIREMENTS:** The new software shall leverage the necessary security and disaster recovery features as per the industry standards. Responses to include:

1. Description of the technology for managing global aviation management that your company can provide;
2. Approximate Fees for the solution(s) described including maintenance of the system for the duration of the contract, if any;
3. A description of any staging software, if required confirm, and whether this is "off-the-shelf" or bespoke, based on the needs of the client;
4. A hi-level integration map/flow chart of all the separate components.

Respond to the above question here <https://forms.office.com/e/HRfMF90yYb>



#### 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](#), 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://forms.office.com/e/HRfMF90yYb>

**In case you have difficulties submitting your response electronically, please contact [whitei@un.org](mailto:whitei@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 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>.



