



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:

Automated Speech Recognition

Date of this RFI: 17 October 2023**Closing Date for Receipt of RFI:** 16 November 2023**RFI Number:** RFIUNPD21995**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

The United Nations is seeking information from potential vendors to understand the capabilities and solutions available on the market for an Automated speech recognition (ASRs), transcription and translation, especially in the context of peacekeeping settings.

The organization is interested in identifying solutions for automated transcription and translation of audio streams of various quality, from online and offline sources, in both official and unofficial languages spoken - including regional dialects – in countries of UN operations.

The purpose of this RFI is to gather details about your product offerings and capabilities in this domain, mainly to:

1. Identify the state-of-the-art technologies and solutions for speech recognition and translation in multiple languages and dialects
2. Evaluate the accuracy, speed, scalability and security of the available solutions



3. Assess the feasibility and cost-effectiveness of implementing such solutions for the UN's operational needs
4. Explore the potential benefits and challenges of using such solutions for enhancing capabilities of UN applications

I. Background and Objectives: The UN is responsible for relief, peacekeeping and monitoring operations in various regions around the world. To effectively implement their mandate, UN entities rely on information management, by using different tools and methods to gather, analyze and understand audio data from various sources and in various quality. However, there is limited availability of transcription and translation solutions for certain local dialects, or even whole languages, especially if concerning remote populations.

Therefore, we are looking for a comprehensive solution, or components of a solution, that can:

1. Provide ASRs (speech-to-text) for languages spoken primarily in: Democratic Republic of Congo, Central African Republic, Yemen, Lebanon, Somalia, Sudan. The organisation is interested also in solutions for local dialects for official languages (for example Somali Arabic, Yemen Arabic), also any local language(s) for countries above.

Full list of countries of interest, where UN missions operate can be found here:

- a. Where we operate | United Nations Peacekeeping
 - b. DPPA Around the World | Department of Political and Peacebuilding Affairs.
2. Provide automated translation (text-to-text) solutions to English and French from languages listed above.
 3. Tools that could help the UN to rapidly and efficiently develop and train new ASRs for languages currently unavailable on the market
 4. The delivered ASR and translation solutions should be compatible for deployment to either AWS transcribe or Azure (either within those environments, which is preferred, or via API).

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

II. RFI Submission Guidelines: Please provide the following information in response to this RFI:

1. A brief overview of your company's background and experience in providing similar solutions. Any relevant certifications or partnerships related development of ASR and/or translation.
2. Detailed information about your ASR/translations solution, including languages covered, word error rate, pricing, compatibility, ability to modify/upgrade/adjust.
3. Technical Specifications: Hardware and software requirements for implementing your solution. Scalability and flexibility of your system to adapt to various operational environments. Ability to access and deliver data through an API, or run on UN servers.
4. Client References: A list of organizations or clients that have implemented your solution for similar purposes including descriptions of any case studies/use cases of your solution.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.unqgm.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=RFIUNPD21995>

In case you have difficulties submitting your response electronically, please contact 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) 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>.



