



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:

Cloud-Based Print Solutions

Date of this RFI: 29 February 2024**Closing Date for Receipt of RFI:** 28 March 2024**RFI Number:** RFIUNPD22440**Beneficiary Country/Territory:** Global**Commodity/Service category:** Conference & Office Support Services**Address RFI response by fax or e-mail to the Attention of:** Tazegul Taganova**Fax Number:** NA**E-mail Address:** tazegul.taganova@un.org**UNSPSC Code:**

43230000 - Software

43233513 - Cloud-based data access and sharing software

45100000 - Printing and publishing equipment



DESCRIPTION OF REQUIREMENTS

The purpose of this Request for Information (RFI) is to provide the United Nations (UN) Office of Information and Communications Technology (OICT) with information regarding a fully cloud-based print solution that can replace an internally managed print server environment. The fully managed cloud print solution should work seamlessly with multifunction copiers and printers, including lease of equipment, maintenance, supply, and support. While the vendor is not necessarily required to provide hardware, they may choose to do so if it fits their business model. Therefore, the UN seeks insights from both SaaS cloud-based printing solutions providers and printing providers offering integrated cloud software. The intention of this market research is to gather information, which may or may not be used for a solicitation anticipated in 2026.

The UN is seeking to identify and establish a non binding budgetary cost estimate for a cloud-based print solution with the following requirements:

1. Basic technical requirements for the cloud-based print solution are listed as follows:
 - a. All devices should work seamlessly with the recommended cloud print service. Although various device manufacturers are welcomed, we are interested in knowing their preferred vendor, as well as other compatible manufacturers that the solution can support. Additionally, it would be helpful to be informed of any limitations associated with these alternative manufacturers
 - b. The solution should have authentication capabilities that can work with Microsoft Azure Active Directory
 - c. The vendor should be able to provide complete management and support for the solution
 - d. The solution should be capable of providing various usage reports
 - e. The solution should include security standards that ensure protection for confidential printing
 - f. The solution should be configurable to set printing defaults such as B/W and duplex printing
 - g. The solution should include scan capabilities
 - h. Provide a list of mobile device types that will work with the solution

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

1. General Equipment Requirements:

- a. The recommended devices should work seamlessly with the cloud print services
- b. The copiers must be able to scan documents into a searchable PDF format, and include features to scan to e-mail, Microsoft OneDrive, and SharePoint
- c. The devices must be capable of and default set to printing duplex documents
- d. The device control panels should be identical or have a similar user interface
- e. All devices should connect to a network using the TCP/IP networking protocol

2. Vendors are kindly asked to note the following:

- a. Use of Information:
 - i. All costs for preparing a response for the RFI must be covered by the vendor.
 - ii. The requested information will only be used by the UN for internal planning purposes, be kept strictly confidential and only authorized personnel will have access to it
 - iii. The response to this RFI will not be used to pre-qualify vendors
 - iv. The provided information will not be contractually binding to the vendor
- b. RFI Response Delivery:



The primary objective of this RFI is to gather information about cloud-based print solutions and provide budgetary cost estimates accordingly for its delivery and implementation. The RFI will also serve as a means to identify potential vendors

c. Your Organization

Please provide the following information on your organization:

- i. Please provide a description of your company.
- ii. Please provide a brief history and your company's relevant years of experience in providing cloud-based print solutions

d. Experience / Capabilities

Please answer/elaborate on the questions listed below as part of your RFI response:

- i. Please briefly highlight key functionalities of your system and how it stands out from its competitors
- ii. Please provide information on the global availability of your services, detailing the extent of coverage across different regions
- iii. Please provide some more information and reference points (e.g., from external research) on the usability/user-friendliness of your system
- iv. Please provide information on a minimum of 2 clients of similar size and scope with the recent implementation of the system

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=RFIUNPD22440>

In case you have difficulties submitting your response electronically, please contact tazegul.taganova@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>.



