



## 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:**

Sustainable printing equipment, software, consumables, and services for UN global operations

**Date of this RFI:** 1 April 2024**Closing Date for Receipt of RFI:** 21 April 2024**RFI Number:** RFIUNPD22528**Beneficiary Country/Territory:** Global**Commodity/Service category:** End User Technology & Applications**Address RFI response by fax or e-mail to the Attention of:** Thin Si**Fax Number:****E-mail Address:** [si1@un.org](mailto:si1@un.org)**UNSPSC Code:**

14111500 - Printing and writing paper  
14111507 - Printer or copier paper  
14111545 - Wide format printer paper  
43212100 - Computer printers  
44101700 - Printer and photocopier and facsimile accessories  
44103100 - Printer and facsimile and photocopier supplies  
45101500 - Printing machinery and equipment  
45101600 - Printing machinery accessories  
45101700 - Printing accessories  
81112306 - Printer, scanner and multifunctional equipment maintenance



## DESCRIPTION OF REQUIREMENTS

The Office of Information and Communications Technology (OICT) wishes to use this Request for Information (RFI) instrument to conduct a market survey to obtain information that can be used to identify available or potential solutions and suppliers that may provide sustainable printing equipment, printing software, printer consumables, and printing services for United Nations global operations.

The information received in response to this RFI will not be used for the purpose of qualifying vendors. This RFI is not a request or invitation to participate in a formal solicitation process. Information received will help OICT identify generic descriptions of available or potential alternatives for fulfilling a defined requirement, as well as the possible costs and delivery time. This RFI is oriented toward seeking technical alternatives, options, solutions, cost estimates, and to gauge the commercial environment for these requirements.

The United Nations has a vast operational footprint spanning Peacekeeping Missions, Special Political Missions, Offices Away from Headquarters, and Economic Commissions across virtually every region of the World. With personnel deployed to some of the most remote and challenging environments, from conflict zones to developing nations, the United Nations requires a truly global supply chain network that can reliably deliver products and services to its facilities regardless of location. This worldwide presence, which includes operations in over 130 countries and territories, necessitates a robust, far-reaching, and resilient supply chain to support the United Nations critical efforts in peace, security, development, and human rights across the planet. These facilities require robust, sustainable, and innovative printing, scanning and copying capabilities. The United Nations is seeking information from suppliers that can provide environmentally responsible printing equipment, secure print software, consumables, and managed print services to support its worldwide facilities and operations.

<https://peacekeeping.un.org/en>

<https://dppa.un.org/en>

<https://www.un.org/Depts/ptd/about-us/office-away-headquarters>

<https://www.un.org/Depts/ptd/about-us/united-nations-economic-commissions>

Objectives: Sustainable Development Goals (SDGs) 9, 12, and 13

SDG 9 - Build resilient and sustainable printing infrastructure; Promote sustainable industrialization and innovation in printing technologies.

SDG 12 - Ensure sustainable consumption patterns for printing supplies and consumables.

SDG 13 - Minimize environmental impact and enable urgent climate action through reduced emissions and waste.

Vendors are kindly requested to provide information associated with the following five categories mentioned below. Responses do not need to be limited to the general topics indicated under each category.

### I. Printing Hardware

A. Multi-Functional Printers (MFP): both color and black and white with varying speeds, able to print double sided, scan & email to PDF and copy, to meet different user requirements.

1. Low Volume MFP - personal, small sized device, directly connected to computer, tablet, or phone through Bluetooth and USB, Laser or Inkjet
2. Medium Volume MFP - for the use by a team of 10-15 staff, fits on table, network connected, supporting A4/Letter paper format, includes a multi-document feeder for scanning, able to join an existing Wi-Fi network, minimum resolution of printing & scanning of 1200x1200 dpi, able to also print from USB drive, minimum paper capacity of 500 pages
3. Large Volume MFP - for a building/floor of 100+ staff, free standing, network connected, supporting at least A4/Letter and A3 sized paper, separate toners for each color, includes a multi-document feeder and allows double sided scanning, supporting gigabit network at minimum, minimum resolution for printing & scanning of 1200x1200 dpi, able to also print from USB drive, minimum paper capacity of



1500 pages.

B. Large Format Inkjet Printers: suitable for printing high-quality maps, architectural drawings, satellite imagery, and other oversized materials; must have the ability to produce prints up to A0 size (33.1" x 46.8") or larger with high resolution and precision; acceptable media types should encompass not just standard printing papers but also specialized medias like photo papers, vinyls, backlights, and canvases to accommodate a wide range of GIS mapping needs; must utilize dye- or pigment-based inks providing vibrant colors, water/smudge resistance, and longevity printed output.

## II. Printing Software - innovative and eco-responsible secure print management system

- A. Print Mobility and Security - system should enable users to securely release print jobs from any network printer using multi-factor authentication [e.g., United Nations issued RFID cards integrated with Microsoft Entra ID]; eliminates the need for printer logins and reduces waste from abandoned print jobs
- B. Flexible Deployment - cloud-based solution accessible via web, locations with limited bandwidth should have option for an on-premise or hybrid deployment model
- C. Light Footprint - minimal client software footprint on user devices to streamline printing across the United Nations diverse technology landscape
- D. Environmental Controls - granular controls to enforce eco-printing rules [e.g., enforcing duplex/double sided printing, allowing only mono/black-white, and setting user-specific print quotas to reduce paper and toner waste]
- E. Guest Printing - secure guest printing functionality to provision temporary printing access for visitors and contractors with page and time limits
- F. Output Auditing - robust tracking, auditing, and reporting of all printing activity across the print environment for accountability and cost optimization
- G. Innovation Areas - suppliers are encouraged to inform on innovative solutions for further enhancing secure printing, reducing environmental impact via technologies [e.g., pull printing, print delegation, cloud printing integration, leveraging data analytics, Artificial Intelligence (AI), Machine Learning (ML)] to drive sustainable printing behaviors

## III. Printing Consumables

- A. Ability to supply original, environmentally preferable printer/plotter products with low environmental impact
- B. Made from recycled or recyclable materials
- C. Toner cartridges and consumables designed for high yield and resource efficiency
- D. Free of hazardous substances and compliant with ecolabel standards
- E. Suppliers are requested to provide examples of their comprehensive global takeback and recycling program to retrieve used consumables from all United Nations facilities for environmentally sound recycling and disposal
- F. Need to be available for at least two years after printer model is discontinued to enable maximum useful life

## IV. Managed Printing Services - comprehensive service to optimize its global print infrastructure in an environmentally sustainable manner

- A. Implementation Services - deployment, setup, integration, and ongoing support for a secure, network-connected print environment across United Nations facilities
- B. Flexible Acquisition Models - options for printer and consumables leasing or full managed services; cost-per-page pricing aligned with actual usage to minimize wastage
- C. Print Environment Optimization - consolidation of dispersed print assets to drive energy and supplies reduction; proactive replacement of aging, inefficient devices with modern, energy-efficient models; continuous monitoring and reporting on environmental metrics [e.g., energy use, emissions, solid waste]
- D. Environmental Innovation - information related to innovative technologies and circular practices to



further minimize environmental impact which relies on user data analytics; eco-responsible print services, robust environmental monitoring, reporting processes, and a continuous improvement mindset aligned with United Nations emission reduction targets

- V. Sustainable Innovation - information for innovative, sustainable printing technologies, circular business models and environmentally responsible practices
- A. Experience providing sustainable, environmentally responsible printing solutions globally
  - B. Capability to deliver, maintain, and service equipment across international locations
  - C. Robust and green supply chains for consumables
  - D. Ecolabel compliance, environmental standards, and certifications
  - E. Measurement and reporting capability on environmental performance metrics
  - F. Innovative solutions to reduce environmental impact

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

The length of responses should not exceed six (6) pages.

Interested vendors are requested to put forward information aligned with the above mentioned United Nations objectives and the specifications outlined in this RFI.

This RFI will be followed by an Expression of Interest (EOI) and a Request for Proposal (RFP).

**SUBMISSION:** Interested vendors are requested to electronically express their interest via the link in Vendor Response section AND send their detailed responses along with any supporting documents by email to Ms. Thin Si (si1@un.org)

#### **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://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD22528>

**In case you have difficulties submitting your response electronically, please contact [si1@un.org](mailto:si1@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>.



