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 Flight Following System & Portable Aircraft Tracking / Messaging Devices

Date of this RFI: 7 May 2024   **Closing Date for Receipt of RFI:** 30 May 2024

RFI Number: RFIUNPD22632

Beneficiary Country/Territory: Global

Commodity/Service category: Airfield and Air Operations Support

Address RFI response by fax or e-mail to the Attention of: Helen Muchiri

Fax Number: N/A

E-mail Address: muchiri@un.org; pd-pos-lts-aircharter-unhq@un.org

UNSPSC Code:
43000000 - Information Technology Broadcasting and Telecommunications
25200000 - Aerospace systems and components and equipment
25201700 - Flight communications related systems

DESCRIPTION OF REQUIREMENTS

The purpose of this RFI is to seek additional information on the capabilities of market suppliers and on the market solutions available for the provision of Automated Flight Following System & Portable Aircraft Tracking / Messaging Devices. You are kindly requested to complete the Vendor Response Form and submit the completed Questionnaire to Helen Muchiri at muchiri@un.org and pd-pos-lts-aircharter-unhq@un.org.

The United Nations, in its continuous effort to enhance peace-keeping operations, is expected to conduct a procurement exercise aimed at establishing a contract for the provision of an Automated Flight Following System and Portable Aircraft Tracking/Messaging Devices. This contract is projected to cover an initial period of three (3) years, with the possibility of extending it for two (2) additional years. Such systems are crucial for maintaining real-time automatic geospatial tracking and event logging capabilities, ensuring the safety and efficiency of aviation operations within the UN framework. The procurement process will likely follow stringent guidelines to select a provider that meets the UN's operational requirements and technical standards.

The United Nations Department of Operational Support (DOS) has contractual arrangements with both commercial and military/state-owned air operators for the provision of aviation services over an extended period. The fleet consists of more than 200 civilian and military air assets, including fixed-wing, rotary, and unmanned aircraft, and is mainly operated in Africa, Asia, Middle East, and South America. These air operators are required to have an active compliant aircraft-tracking equipment that transmits real-time automatic geospatial tracking flight data with event logging capabilities to the UN-operated Automated Flight Following system.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

A) The UN is seeking information from a single service provider capable of providing the following services and products intended to track and monitor the location, altitude, speed, and other pertinent data of UN aircraft in real-time for Fleet Awareness and Emergency Response:

   1) Automated Flight Following (AFF) Cloud-Based Commercial Off-the-Shelf feature-rich Software as a Service (SaaS), with Help Desk Support, providing automated and manual functionalities, allowing worldwide real-time aircraft tracking, including the start and end times of each flight segment based on block time control parameters, and integrating flight data from diverse sources.

   2) Portable Aircraft Tracking & Messaging Devices (PATMD), with airtime plans available as either prepaid tariffs or annual contracts.

B) To respond to this RFI, the below Vendor Response Form and Questionnaire must be completed and returned to the attention of Ms. Helen Muchiri (muchiri@un.org) no later than 30 May 2024.

C) Vendor Registration:
Suppliers are strongly advised that to receive solicitations from the United Nations, one has to be a registered UN vendor at UNGM at Level 2 and approved in the United Nations Secretariat (UNPD) Database.
https://www.un.org/Depts/ptd/aviation.

7. The Procurement Division reserves the right to change or cancel this request at any time.

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

PLEASE NOTE: You should submit your response to this RFI electronically at:
https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD22632

In case you have difficulties submitting your response electronically, please contact muchiri@un.org; pd-pos-lts-aircharter-unhq@un.org directly for 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 of 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.

QUESTIONNAIRE:

In addition to submitting the Vendor Response Form **(page 5 of the RFI document),** kindly provide answers to the following questions. You may submit a separate document with your responses or contact **Helen Muchiri** at **muchiri@un.org** to request a Microsoft Word version of the questionnaire file:

To assess the market (identify potential vendors and capabilities), the UN is looking for the below information from the interested vendors pertaining to the **AFF** and **PATMD**:

A) Please provide detailed information on functionality, features, and technical specifications.

Answer: _____

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_____

B) Please describe the ability to integrate data from various third-party data sources into the AFF.

Answer: _____

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C) Please provide explanation of alerting and notification capabilities for deviations from planned routes, altitude violations, and potential conflicts.

Answer: _____

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D) Please provide an overview of the user interface design, including usability, accessibility, and configuration options.

Answer: _____

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E) Please describe the data storage mechanisms, security measures, and accessibility for authorized personnel.

Answer: _____

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F) Please provide details of encryption methods/security protocols secure communication and data transmission. Access control includes user authentication and role-based controls.

Answer: _____

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G) Please provide a confirmation of compliance with privacy regulations governing the collection, storage, and use of aircraft tracking data

Answer: _____

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H) Please provide details on the range and compatibility of External Interfaces & APIs supported by the AFF software, including integration capabilities with flight data sources, mapping services, weather data providers, aircraft databases, notification systems, authentication mechanisms, analytics tools, and customization options

Answer: _____

_____

_____

I) Please describe features/functions for:

- Activating / de activating device/ aircraft movements for further visualization in the AFF software solution.

Answer: _____

_____

_____

- Providing real-time monitoring of the availability of the AFF software solution and data feeds from carrier third parties, and an Alert System to send automated messages of the UN when there is a partial or total Outage accordingly.

Answer: _____

_____

_____

J) Please describe features/functions for:

- Activating new device/ aircraft for further monitoring and tracking in the AFF Software Solution.

Answer: _____

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- Any operational concerns or technical issues related with the software solution, or promptly.

Answer: _____

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_____

K) Please provide details on support services, including technical support, maintenance agreements, and service-level agreements provided by the vendor.

Answer: _____

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L) Please describe timeframe ability to supply the AFF/PATMD from the moment of contract signature.

Answer: _____

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_____

M) **Portable Aircraft Tracking & Messaging Devices (PATMD**)

- Which brands or models of Portable Aircraft Tracking & Messaging Devices (PATMD) are

  available through your company?

Answer: _____

_____

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- Can you outline the key features and functionalities of these PATMDs?

Answer: _____

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- Are there any specific certifications or regulatory approvals associated with PATMDs?

Answer: _____

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_____

- Could you share whether Portable Aircraft Tracking & Messaging Devices (PATMDs) have a

  lifecycle and how frequently they require updates, considering potential software

  enhancements?"

Answer: _____

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- What are the available options for airtime plans for PATMDs, and how do they differ in terms of pricing and included services?

Answer: _____

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_____

- Could you provide information on the coverage area and reliability of the tracking and messaging services offered by these PATMDs?

Answer: _____

_____

_____

N) Please provide a description for on-site/on-the-job training on the system functions.

Answer: _____

_____

_____

O) Costing:

- Please describe your pricing structure for the service including required software, data and the device. Kindly provide an estimated cost breakdown for the hardware, software, installation, training, and ongoing maintenance associated with your Satellite Tracking Services.

Answer: _____

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_____

- Please provide information regarding any additional fees for third-party integrations and services. This includes setup fees, monthly or annual service charges, and any costs related to data storage or extra features.

Answer: _____

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_____

- Clarification on whether the pricing is affected by the quantity of portable devices purchased over the course of a contract.

Answer: _____

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_____

P) Post Deployment Support:

- Details on post-deployment support, such as the frequency of updates and improvements, quality assurance processes, user feedback and technical support mechanisms, training and onboarding procedures, scalability of the software without significant additional investments. Kindly confirm if such services are included in the estimate provided as part of question. If not the case, please provide some pricing estimate details.

Answer: _____

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