



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:

Provision of Mail Operation Services Support

Date of this RFI: 25 October 2024**Closing Date for Receipt of RFI:** 15 November 2024**RFI Number:** RFIUNPD23194**Beneficiary Country/Territory:** Global**Commodity/Service category:** End User Technology & Applications**Address RFI response by fax or e-mail to the Attention of:** Akku.Sansyzbayeva-Saha@Un.Org**Fax Number:** NA**E-mail Address:** akku.sansyzbayeva-saha@un.org**UNSPSC Code:**

43231515 - Mailing and shipping software
44102109 - Automatic postal or mailing machine
44121500 - Mailing supplies
80141800 - Mailing services



DESCRIPTION OF REQUIREMENTS

Purpose of the Request:

The Mail Operations Unit (MOU) of the Special Services Section (SSS) at the United Nations Headquarters in New York (UNHQ NY) through this Request for Information (RFI) seeks potential vendors with technologies, solutions, and systems for the provision of Shipping and Tracking system, and Mailing Machine (franking machine) in support of the United States Postal Service (USPS) and courier mail delivery services. The gathered information will be used to determine the technologies feasibility, scope, cost estimate, timeframe and resources required by MOU to do the next solicitation when the time comes.

Specifications of the Requirements:

Interested vendors shall provide the information that meets the following system requirements:

Mail Shipping and Tracking System.

A. Shipping System

1 The shipping system:

1.1 Must be able to generate a request to ship internal mail, postal mail, postal metered mail, diplomatic pouch, and courier shipments.

1.2 Must be able to rate and ship inbound/outbound mail/shipments via UN contracted couriers such as DHL, FedEx, UPS, USPS, and other couriers/postal service by generating an Air Waybill (AWB) or Postal label.

1.3 Must work with relevant payment systems for the shipment such as credit cards, Apple Pay, purchase order, Fund code, etc.

1.4 Must be able to generate a single, multiple and batch Pouch tag label, AWB, Postal labels and multiple courier AWB/labels.

1.5 Must be able to monitor and track shipments.

1.6 Must be able to generate all the related shipping documents including Summary of Enclosure (SOE) and manifest.

1.7 Must be able to modify and/or finalize the request to ship at the Mail Room.

1.8 Must be able to generate reports for all the shipments and their relevant details as necessary.

B. Tracking system

2 The tracking system:

2.1 Must be fully integrated with the shipping system.

2.2 Must be able to generate single or multiple tracking labels for different types of inbound shipments.

2.3 Must be able to process an internal pouch with manifest.

2.4 Should supply compatible equipment/peripherals such as tag/label printers, handheld scanners (PDA) and tabletop scales for the above purposed System.

Mailing Machine

3 The mailing machine:

3.1 Must be able to integrate with the Mailing Machine buy/rental Service for mailing via the United States Postal Service (USPS).

3.2 Must be fully integrated with the shipping and tracking system mentioned above.

3.3 Service Level Agreement (SLA) for online and on-site support for the mailing machines.

3.4 Must have a Postage Meter Lease Service.

3.5 Must be able to print the approved United Nations indicia by USPS.

3.6 Must have a Postage Reserve Account Service for Fund Replenishment to the Postage Meters.

3.7 Must have an Accounting Software Application for the postage usage records and reports. And the application must be able to create custom/editable reports for accounts and sub-accounts.

3.8 Purchase of consumable supplies such as postage ink, postage tape and sealant for the Mailing Machines.

3.9 Must be able to generate reports for all the transactions and their relevant details as necessary.

IT and Maintenance Requirements

4 Must be able to deploy in UN's internal hosted infrastructure.

5 Application and data must be secured based on Security access.



- 6 UN's Azure or SAML authentication is required.
- 7 Must be able to deploy overseas.
- 8 Software Maintenance Agreement (SMA) for remote and on-site support services for the above purposed system.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

General Guidance:

- Please provide detailed responses that accurately reflect your company's capabilities to provide the above system requirements.
- All costs for preparing a response for this RFI must be covered by the vendor.
- The requested information will only be used by the UN for internal planning purposes. All responses will be kept 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. The vendors are required to complete the Questionnaire to include:

- a. Description of the technology for the mail shipping and tracking system that your company can provide.
- b. Budgetary estimate for the solution(s) described including annual maintenance of the system, equipment/ peripherals and consumable supplies for the duration of the contract.
- c. Description of any staging software, if required confirm, and whether it is "off-the-shelf" or bespoke, based on the needs/requirements of the client.
- d. A high-level integration map/flow chart of all the separate components.

Supporting documentation, if any, can be sent to email: akku.sansyzybayeva-saha@un.org

Link to the Questionnaire: <https://forms.office.com/e/hBHAn2xrP5>



QR code to access the Questionnaire:



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.ungm.org/Public/Notice/251054>

In case you have difficulties submitting your response electronically, please contact akku.sansyzbayeva-saha@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>.



