



United Nations Office at Geneva (UNOG)  
Switzerland

## REQUEST FOR INFORMATION (RFI)

This notice is placed on behalf of UNOG. United Nations Procurement Division (UNPD) cannot provide any warranty, expressed or implied, as to the accuracy, reliability or completeness of contents of furnished information; and is unable to answer any enquiries regarding this RFI. You are therefore requested to direct all your queries to United Nations Office at Geneva (UNOG) using the fax number provided below.

**Title of the RFI:**

Virtual/Augmented/Mixed reality (VR/AR/MR) Solutions for Remote Participation in Meetings

**Date of this RFI:** 16 September 2019

**Closing Date for Receipt of RFI at PD:** 18 October 2019

**RFI Number:** RFIUNOG236

**Address RFI response by fax or e-mail to the Attention of:** Corneliu Martiniuc; Thomas Blanc

**Fax Number:** N/A

**E-mail Address:** corneliu.martiniuc@un.org; blanct@un.org

**UNSPSC Code:** 43231500,43233006,80161507,86141702

### DESCRIPTION OF REQUIREMENTS

#### Background

The Division of Conference Management in Geneva services approximately 12,000 meetings for more than 240 clients per annum, a quarter of which include simultaneous interpretation in official languages of the United Nations. Participants attending these meetings include UN Secretariat entities, delegates from permanent missions in Geneva, delegates travelling from Member States as well as representatives from a host of organisations travelling from locations across the globe.

#### Purpose

Meeting delegates increasingly require options for 'no-fly events' and/or to participate in meetings that minimise carbon footprint and reduce travel costs. Whilst traditional mediums such as videoteleconference and telecommunications applications are in use, experience has shown that such platforms can limit the interactive nature of dialogue when a large number of participants/locations are connected simultaneously and/or that they are best suited to a meeting format of presenter versus audience. The purpose of this RFI is to request information on virtual, augmented and mixed reality (VR/AR/MR) solutions that can enable remote participation in meetings of large numbers of participants in highly dispersed locations and that simulate the interactive qualities of physical meetings. Specifically it seeks to identify vendors that can provide VR/AR/MR solutions that require minimal specialist hardware and low bandwidth to address this need.

Vendors responding to this RFI are kindly requested to answer the following questions:

1. How does the solution simulate the interactive qualities of physical meetings beyond the functionalities of

traditional video conferencing/ webinar solutions? Many off-the-shelf solutions are designed for a primary presenter who transmits information and controls participation of attendees, rather than for the equal participation and lateral interaction between all participants that physical meetings enable. How does the proposed solution address this challenge?

2. What are the minimum system specifications, bandwidth and hardware requirements for a participant to use the solution to attend a virtual meeting? What is the recommended connectivity protocol for the hosting entity?

3. Meetings with simultaneous interpretation require sound and image quality as specified in ISO 20109:2016 and ISO 20108:2017. (e.g. faithful transmission of the 125 – 15000 Hz waveband, visibility of the speaker using a HD camera resolution of 720p or higher). Which requirements specified in these ISO standards can be supported using the solution? Which cannot be supported? Meetings with interpretation include simultaneous transmission of audio in up to six languages whereby participants select their preferred audio channel. How can the solution support this requirement?

4. Is the proposed solution based on cloud infrastructure or proprietary infrastructure? Why does the vendor recommend cloud or proprietary infrastructure? What mitigations does the vendor use to prevent unauthorised access? What types of certification, auditing or other standards does the vendor use to ensure security of the solution?

5. Please explain the licencing scheme and the pricing model. What are the proposed costs? (e.g. per meeting, participant, licence, month etc). What are the proposed consulting costs? Please attach a table of the pricing structure

6. Is the vendor willing to engage in a pro-bono framework? Please provide details.

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

The information gathered from this RFI will be used to determine solution feasibility and design, scope, planning and implementation, and resources required by the UN. All responses will be kept strictly confidential.

Furthermore, please note the following:

- a. All costs for preparing a response for the RFI must be covered by the vendor.
- b. This RFI is a separate and independent process.
- c. Information received in response to the RFI will only be used by the UN for internal purposes and may inform inputs for terms of reference (TOR) for a potential future competitive tender.
- d. The response to this RFI will not be used to pre-qualify vendors.
- e. The provided information will not be contractually binding to the vendor.
- f. To keep response formats consistent, the responses must be in PDF document (transmitted via email).
- g. Upon receipt of the response to this RFI, UNOG may request vendors to demonstrate their products/solutions.

#### **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>

# VENDOR RESPONSE FORM

**TO:** Corneliu Martiniuc; Thomas Blanc  
**Email:** corneliu.martiniuc@un.org; blanct@un.org  
**FAX:** N/A

**RFI Number:**

**FROM:**

**SUBJECT:** Virtual/Augmented/Mixed reality (VR/AR/MR) Solutions for Remote Participation in Meetings

*To be filled by the Vendor (All fields marked with an '\*' are mandatory)*

## COMPANY INFORMATION

**UNGM Vendor ID Number\*:**

**Legal Company Name** (Not trade name or DBA name) \*:

**Company Contact \*:**

**Address \*:**

**City \*:**

**State:**

**Postal Code\*:**

**Country \*:**

**Telephone Number \*:**

**Fax Number \*:**

**Email Address:**

**Company Website:**

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and Title: \_\_\_\_\_

**\*\* If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): [www.unqm.org](http://www.unqm.org).**

## 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/sc/suborg/en/sanctions/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>.

**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 responding should forward their information (as requested in the RFI) to United Nations Office at Geneva (UNOG) (UNOG) by the closing date set forth in this RFI. *Due to the high volume of communications, UNOG is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned 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>.