



United Nations office at Geneva  
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 using the fax number provided below.

**Title of the RFI:**

Speech recognition, both via an Automatic Speech Recognition system and Human-based speech transcription

**Date of this RFI:** 19 September 2019

**Closing Date for Receipt of RFI at PD:** 4 October 2019

**RFI Number:** RFIUNOG237

**Address RFI response by fax or e-mail to the Attention of:** Arunrut Phothong

**Fax Number:**

**E-mail Address:** phothong@un.org

**UNSPSC Code:** 43233420

### DESCRIPTION OF REQUIREMENTS

The purpose of this Request for Information (RFI) is to provide the United Nations Office at Geneva (UNOG) with information about vendor capabilities in several aspects of speech recognition, both via an Automatic Speech Recognition (ASR)\* system and Human-based speech transcription, and information on the latest developments and solutions on the speech recognition market, in order for UNOG to gain a better understanding of the range of existing options and related natural language processing services in this field. Based on the findings, UNOG may consider the possibility of launching a competitive solicitation process for this solution.

As a major conference hub, Division of Conference Management (DCM), provides service to thousands of multilingual meetings per year. Speeches at the conferences will be relayed into six official UN languages (Arabic, Chinese, English, French, Spanish, and Russian). In this regard, UNOG is interested in receiving information about available solutions for implementing speech recognition for live captioning of meetings and for generating searchable verbatim transcripts in the six official UN languages to make them available shortly after a meeting for a number of uses.

Furthermore, UNOG is looking into the next level of services arising from availability of data generated through speech recognition, e.g. extractive text summarization, data mining and sentiment analysis, topic and entity recognition, readability assessment, and other text post-processing options.

The solutions proposed in the response to this RFI should address the following areas:

- Ability to support direct recognition on audio feed and produce captioning in real-time in at least one of the six official UN languages;
- Ability to support, detect and smoothly relay between six official UN languages;
- Ability to generate highly accurate transcriptions of recorded audios with reasonable delay;
- Search-engine capabilities within provided user interface, if any;
- Post-processing capabilities based on generated text.

\*ASR (Automatic Speech Recognition) refers to speech recognition software technology, which allows natural speech recognition and transcription of vocabulary speech, whether using speech grammars or statistical language models.

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

Please detail whether your solution supports live captioning, which languages and dialects are supported in general, and what other post-processing services are offered, and provide information about supported formats/interface for transcription output and search-engine features.

Responses to this RFI should not exceed 15 pages.

Please address any queries or questions relating to this RFI via email to [phothong@un.org](mailto:phothong@un.org)

Responses will not be treated as proposals, but may be used to create any subsequent solicitation document. Respondents should clearly mark any proprietary information submitted in response to this RFI.

Upon receipt of responses to this RFI, UNOG may request vendors to demonstrate their products/solutions. Demonstrations will be intended to provide information to UNOG and will not be subject to an evaluation. UNOG will not be responsible for any costs incurred by the vendors related to the response to this RFI or any other activities related to preparing, conducting, or travelling to or from the demonstration's location.

### **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:** Arunrut Phothong  
**Email:** phothong@un.org  
**FAX:**

**RFI Number:**

**FROM:**

**SUBJECT:** Speech recognition, both via an Automatic Speech Recognition system and Human-based speech transcription

*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.ungm.org](http://www.ungm.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) 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>.