

## REQUEST FOR INFORMATION (RFI)

**Title of the RFI:**

Request for Information for Visa Processing Services

**Date of this RFI:** 3 December 2019

**Closing Date for Receipt of RFI at PD:** 6 January 2020

**RFI Number:** RFIJH10252

**Address RFI response by fax or e-mail to the Attention of:** Jingsi Huang

**Fax Number:** Please send only by email

**E-mail Address:** jingsi.huang@un.org

**UNSPSC Code:** 90120000,90121600,90121602

### DESCRIPTION OF REQUIREMENTS

The purpose of this Request for Information (RFI) is to provide the Passport and Visa Team (PVT), located in the Travel Unit (TU) of the Travel and Transportation Section (TTS) at United Nations Headquarters (UNHQ) with the best knowledge of the market with respect to visa processing services in the Washington, District of Columbia area (DC area).

PVT is responsible for obtaining host country and non-US visas on behalf of staff members and other officials travelling on behalf of the Organization. PVT normally utilizes local messengers who deliver and retrieve visa applications of staff members traveling to those countries offering consular services, such as visa issuance, at their respective embassies and consulates that are located within the New York City area. However, there are a number of countries which provide such services only out of their respective embassies and consulates within the DC area. For these latter cases, PVT seeks to retain the services of an established vendor, with offices based in the DC area, which shall act to deliver and collect applications for visa processing by the respective embassies and consulates in this area.

The UN is especially interested in services described as follows:

Receive from the UN, via a third-party courier, visa applications of staff members and other officials traveling to countries which have their embassies/consulates providing consular services exclusively in the DC area. Provide necessary tracking information and estimated times/dates for application processing and delivery via an online portal of every single visa application submitted by the UN. Also verify that the application is accurate, complete and ready for submission to the embassies/consulates for processing.

Submit the applications to the embassies/consulates, taking all necessary steps in an expeditious manner to deliver and collect documents. Check for accuracy once the visa has been issued before sending them back to PVT via a third-party courier. In the event of mistakes in the issued visa, work with the embassies/consulate to have a correct visa issued.

#### Use of Information:

- All costs for preparing a response for the RFI must be covered by the vendor.
- This RFI is a separate and independent process from a solicitation exercise.
- The requested information will only be used by the UN for internal planning purpose , 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.

#### RFI Response Delivery:

- As the objective of this RFI is to both gather information on the latest market and find potential vendors, your willingness and ability to reply will be of mutual benefit.
- The response is to be received no later than COB, 6 January 2020.
- Please email your response to [jingsi.huang@un.org](mailto:jingsi.huang@un.org).

#### RFI Responses Format:

- To keep response format consistent, the responses must be type into word document with reference to annexes or attachments, as necessary.
- Subsequent to this RFI and the submissions received, the UN may request further information, as necessary, to have a better understanding of the information submitted by your company.

### SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The United Nations is looking for information in the following areas:

#### (1) Company profile and services:

- Location of headquarters and main regional offices.
- A brief general description of your company, its structure, years in business and the line of business dealing with visa processing services.
- Brochures and/or methodologies of the related services.
- The various visa processing services related services offered as well as any other types of optional services related to the services.
- A list of main clients especially non-commercial entities such as government, NGOs.

#### (2) Price options:

- Please indicate available pricing models and options for the various visa processing services (e.g. hourly rate, fix rate per visa, monthly services fee etc.).
- What key factors are taken into consideration to determine pricing? Please include relative importance of each factor.
- Please feel free to submit additional cost/pricing information which is not requested above.

#### (3) Experience/Case studies:

- Please provide your company's case studies or success stories, if available.

### 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:** Jingsi Huang **RFI Number:**  
**Email:** jingsi.huang@un.org  
**FAX:** Please send only by email  
**FROM:**  
**SUBJECT:** Request for Information for Visa Processing Services

*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:**

**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 the 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 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>.