

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:

Automated queue detection solution - Solution de gestion automatique des files d'attente

Date of this RFI: 7 February 2020

Closing Date for Receipt of RFI at PD: 21 February 2020

RFI Number: RFIUNOG263

Address RFI response by fax or e-mail to the Attention of: Gregory Walker

Fax Number: n/a

E-mail Address: gregory.walker@un.org, procurementunog@un.org

UNSPSC Code: 46171600

DESCRIPTION OF REQUIREMENTS

Description of requirements

The United Nation Secretariat in Geneva (UNOG) is working toward optimizing wait times at its premises and services and to leverage innovative technologies to achieve this goal, allowing for better time management, work efficiency and resource allocation.

The purpose of this Request for Information (RFI) is to provide UNOG with the latest knowledge from the market with respect to potential vendors and their capabilities to provide an automated queue detection solution, camera or sensor based, able to track and predict queuing times using queuing theory and predicative analytics.

The proposed solution should take into account an indoor and outdoor installation in structured areas with defined flow and in unstructured areas as well.

It should be able to accurately gather live data about the average queue length, the processing time and the number of people standing in queues (excluding outliers).

It should also trigger alerts in case a threshold is reached.

All the proposed solutions should ensure that data privacy is guaranteed in compliance with General Data Protection Regulation (GDPR) and should also be flexible to allow for scalability and system integration via API.

The vendors should provide sufficient information for UNOG to determine the solution feasibility and design, scope, constraints, planning, implementation and resources required by the UN that address this technology need.

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

1. The vendors are invited to provide detailed information, that accurately reflects your company's capabilities to provide a queue detection solution, as described above. Please describe if the proposed solution provides push notifications and predictive analytics.

Specific requirements / information (if any)

Responses to include:

1. The proposed technology ;
2. Complexity of configuration and installation ;
3. Statistical evidence of system accuracy ;
4. Coverage area ;
5. A description of any need for on site server or any specific hardware requirements, including, but not limited to cabling, networking and hosting infrastructure ;
6. Metrics and KPIs considered, capability to provide predictive analytics, possibility to trigger alerts on crowded places, or if a threshold is reached ;
7. Approximate costs for the solution(s) described. Please provide a breakdown of costs for basic functionalities and optional modules for accessing statistical information ;
8. A high-level integration map/flow chart of all the separate components ;
9. System Integration and scalability. I.e. the ability to integrate via APIs and provisioning of a software development kit (SDK) ;
10. Your deployment and maintenance approach ;
11. Any assumptions or architectural and environmental considerations (i.e. working temperatures range, tracking distance, need to set a physical flow, light conditions).

The solution shall not require a major deployment cost to the United Nations such as changes to the building layout, floor or wall alterations or laying extensive cabling or other technical infrastructure.

Description des besoins

L'Office des Nations Unies à Genève (ONUG) s'efforce d'optimiser les temps d'attente dans ses locaux et pour les services qu'il propose. Pour ce faire, il compte mettre en œuvre des technologies innovantes permettant d'améliorer la gestion du temps, l'efficacité du travail et l'allocation des ressources.

L'ONUG, par la présente demande d'information, souhaite obtenir les informations les plus récentes en ce qui concerne les fournisseurs potentiels susceptibles de proposer une solution de gestion automatique des files d'attente mettant en œuvre des caméras ou des capteurs, capable de suivre et de prévoir les temps d'attente sur la base de la théorie des files d'attente et d'une analyse prédictive.

La solution proposée doit être utilisable aussi bien dans des locaux qu'en extérieur, et dans des zones aménagées à flux définis comme dans des espaces ouverts. Elle doit permettre de recueillir en temps réel des données précises sur la longueur moyenne des files d'attente, le temps d'attente prévu et le nombre de personnes concernées (à l'exclusion des valeurs aberrantes).

Toutes les propositions devront comporter une clause garantissant la confidentialité des données, conformément au règlement général sur la protection des données, et les solutions proposées devront être évolutives et intégrables au moyen d'une API.

Les entreprises devront communiquer les informations nécessaires à ce que l'ONUG puisse déterminer la faisabilité de la solution proposée, en évaluer le champ d'application et le design ainsi que les contraintes qui en découlent, et définir les délais, modalités et ressources nécessaires à sa mise en œuvre.

Réponses – Généralités : Les entreprises qui répondent à la présente demande d'information sont priées de bien vouloir communiquer les informations suivantes :

1. Les entreprises intéressées sont invitées à fournir des informations précises et détaillées quant à leur capacité à fournir une solution de gestion des files d'attente (voir ci après). Veuillez indiquer si la solution proposée permet d'envoyer des notifications push et de réaliser des analyses prédictives.

Dispositions/informations particulières (le cas échéant)

Les réponses doivent inclure des informations relatives aux éléments suivants :

1. La technologie proposée ;
2. La complexité de la configuration et de l'installation ;
3. Des preuves statistiques de la précision du système ;
4. La zone de couverture ;
5. Une description des ressources serveur nécessaires sur site ou de toute exigence particulière en matière de matériel, notamment en ce qui concerne, mais non exclusivement, le câblage, la mise en réseau et l'infrastructure d'hébergement ;
6. Les mesures et les indicateurs clefs de performance pris en compte, la capacité à fournir des analyses prédictives, la possibilité de déclencher des alertes dans des lieux très fréquentés ou si un seuil est atteint ;
7. Le coût approximatif de la solution ou des solutions proposée(s). Veuillez fournir une ventilation des coûts pour les fonctionnalités de base et les modules optionnels d'accès aux informations statistiques ;
8. Un diagramme d'intégration/de décision de haut niveau détaillant l'ensemble des composantes ;
9. L'intégration et l'extensibilité du système, c'est-à-dire les possibilités d'intégration au moyen d'API et la fourniture d'un kit de développement ;
10. La démarche de déploiement et la gestion de l'entretien ;
11. Toute hypothèse ou considération architecturale et environnementale (c'est à-dire la plage de températures de service, la distance couverte par les capteurs, la nécessité de baliser physiquement la file d'attente, les conditions de luminosité).

La solution proposée ne devra pas entraîner de coûts de déploiement importants, liés par exemple à des changements de la disposition des bâtiments, à des modifications des sols ou des murs ou à l'installation à grande échelle de câbles ou d'autres infrastructures techniques.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

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: Gregory Walker
Email: gregory.walker@un.org, procurementunog@un.org
FAX: n/a

RFI Number:

FROM:

SUBJECT: Automated queue detection solution - Solution de gestion automatique des files d'attente

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.**

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/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>.